



ANTHEM BLUE CROSS AND BLUE SHIELD

Transition of Dental Administrative Services for BlueCare Family Plan

Medicaid Managed Care Council

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Introduction

- ❑ In July 2005, Anthem Blue Cross and Blue Shield decided to transfer the administration of dental services for its HUSKY A and B members to its affiliate, WellPoint Dental Services.
- ❑ The decision to transition this business was based on the enhanced service capacity created from the alignment of the two organizations.
- ❑ On August 1, 2005, Anthem Blue Cross and Blue Shield notified the Department of Social Services (“DSS”) of the transition, effective November 1, 2005, which coincides with the end-date of the contract between the current vendor, Dental Benefit Providers (“DBP”), and Anthem Blue Cross and Blue Shield.

Primary Objective

- The primary objective of the HUSKY A and B dental administration transition is to ensure that members have uninterrupted access to quality dental care both during the transition period and thereafter.

WellPoint Dental Services

- ❑ WellPoint Dental is the 7th largest dental carrier in the USA with over 5.3 million members.
- ❑ 500 employees located coast to coast, with headquarters in Camarillo, CA.
- ❑ Backed by the largest health benefits company in the country.
- ❑ State-of-the-art customer service and claims payment technology.

Implementation Activities-Network Recruitment

- ❑ WellPoint Dental Services offers participating dentists fees which equalize pay for adult and pediatric services.

- ❑ Recruitment efforts:
 - 723 dental practice locations contacted via mail beginning on 8/19/2005.
 - Dental hygienists included as part of the recruitment effort.
 - Network Managers in CA, WI, IL, GA and VA began outbound phone calls on 8/22/2005.
 - Two on-the-ground recruiters have been in CT since 9/12/2005.
 - Weekly recruitment activity is reported to Anthem Blue Cross and Blue Shield.

Implementation Activities-Network Recruitment

- Specialty Network Provider Recruitment:
 - School Based Health Clinics, Hospital Based Clinics, Dental Hygienists, and FQHC's included in the network recruitment.
 - Orthodontists, Oral Surgeons and Endodontists also have been targeted for participation.

- An important network goal is to have at least a 90% match to currently utilized dental providers.

Implementation Activities-Network Recruitment

Weekly Dental Network Report as of 10/12/05.

County	Providers Required to Meet Minimum DSS Network Adequacy Standard	Providers in Current Network	Current Providers in WDS Medicaid Network	Minimum DSS Adequacy Standard Met?	Minimum Target Network Size (90% of Current)	Target Met?	Additional Providers Needed to Meet Target
FAIRFIELD	30	81.5	107	YES	73.5	YES	
HARTFORD	125	153.5	140	YES	138.5	YES	
LITCHFIELD	14	20	11	No	18	No	7
MIDDLESEX	12	25	32	YES	22.5	YES	
NEW HAVEN	65	84	98.5	YES	76	YES	
NEW LONDON	17	40	41	YES	36	YES	
TOLLAND	8.5	8	9	YES	8.5	YES	
WINDHAM	10	20.5	16	YES	18.5	No	2.5
TOTAL	281.5	432.5	454.5	N/A	391.5	N/A	9.5

Column Explanations:

"Providers Required to Meet Minimum DSS Network Adequacy Standard" column uses 10/1 BlueCare Family Plan enrollment data against the 486 / 1 DSS standard.

"Providers in Current Network" column is based on 10/1 data.

"Current Providers in WDS Medicaid Network" column includes Providers that have sent in and those who have committed to sending in a signed contract.

"Minimum Target Network Size" column reflects a 90% Match to current network.

"Target Met" column compares the Current Providers in WDS Medicaid Network to the Minimum Target Network size.

"Additional Providers Needed to Meet Target" column illustrates the number of Providers needed to attain a 90% match to the current network.

"Minimum Target Network Size" column reflects the greater of a 90% match to current network or the DSS minimum network adequacy standard (currently applicable only to Tolland county).

Implementation Activities - Member Service Operations

- Member Service:
 - Blue Care Family Plan members will continue to use the same member services phone number they've come to know and trust.
 - Call routing workflows and issue escalation procedures have been established between WellPoint Dental Services and Anthem Blue Cross and Blue Shield.
 - Call center representatives, including 7 experienced customer care associates dedicated to Blue Care Family Plan dental inquiries, began fielding calls on 10/3/2005.
 - A bilingual website is available for HUSKY members (wlpdental.com).

Implementation Activities- Transition of Care Provisions

- ❑ To ensure Blue Care Family Plan members have uninterrupted access to quality care during and after the transition, WellPoint Dental Services has instituted the following continuation of care protocols:
 - Previously authorized orthodontia treatment will be covered until care is complete.
 - Members in treatment may complete services regardless of provider's network status.
 - Visits scheduled in November and December 2005 will be covered regardless of provider's network status.

- ❑ Prior authorization and claims information will be loaded to WellPoint Dental Services' systems to ensure continuity of service.

Termination Activity-Dental Benefit Providers (“DBP”) Obligations

- DBP will continue full performance of all of its contract requirements with Anthem Blue Cross and Blue Shield related to covered dental services rendered to BlueCare Family Plan members prior to November 1, 2005.
 - DBP will meet with Anthem Blue Cross and Blue Shield weekly.
 - DBP will process and pay all dental claims with dates of service prior to November 1, 2005.
 - DBP is requiring that participating providers submit claims within the timelines defined in the terms of their contract.
 - Prior authorized claims received by DBP from non-participating providers will be processed in accordance with state-mandated guidelines for Medicaid business.
 - Claim account receivables are being monitored by DBP and Anthem Blue Cross and Blue Shield.

Thank You!

Questions and Answers.