

Fall/Winter 2025

Dental OfficeLink Updates™



Welcome to the latest edition of Dental OfficeLink Updates (OLU). As always, we provide you with relevant news for your office.



HIGHLIGHTS IN THIS ISSUE

[Artificial intelligence \(AI\) and periodontal charting](#)

Advances in AI now challenge even our cornerstone periodontal charts.

But can AI truly increase accuracy and efficiency?

Read about near-future technologies such as digital probes, voice-assisted charting and X-ray analysis software.

[Register for Aetna Dental portal training](#)

The Dental Network team hosts live provider portal training for participating dentists and staff on the third Tuesday of every month (except December) at 1 PM ET.

Find out about EFT/ERA enrollment, predeterminations, and claims management tools, among other topics.

[Aetna Dental MA providers: Stay in compliance](#)

Read about CMS compliance requirements and how to meet them in the [FDR Guidebook \(PDF\)](#), which includes helpful tools such as a checklist to determine whether you're meeting requirements.

If you're not meeting the requirements, you'll need to correct your processes.

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No updates this quarter.



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Highlights from 2025 and our upcoming network expansion

Late autumn is here, and with it comes our Fall/Winter Dental OfficeLink Updates™ newsletter.

Open enrollment is underway, and once again we are expanding. Additions starting on January 1, 2026, include the following:

- Builders FirstSource will add more than 35,000 members to our PPO client base.
- Citigroup will add an estimated 40,000 DMO® plan members.



These expansions strengthen our dedication to providing outstanding dental care to an even larger community.

Building trust through data security

In our ongoing commitment to data security, we introduced multi-factor authentication (MFA) to our portal. MFA helps protect sensitive patient information and business data from unauthorized access, especially when staff are accessing systems remotely or from mobile devices.

MFA supports compliance with health care regulations and builds trust with our members. Thank you for helping us maintain a secure digital environment.

Reflecting on 2025

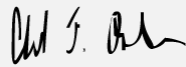
Looking back over the past year, I want to take a moment to highlight and celebrate a few of the achievements we've accomplished together:

- The adoption of new processes and technologies that streamline our workflows
- Continued improvements to the provider portal
- Live webinars to help you and your teams enhance your skills and improve the quality of care you provide to your patients

These positive changes have set a solid foundation for continued growth and success for years to come. I am energized by the possibilities ahead for our industry and eager to see the role we will play in shaping its future.

Thanks for your participation

With the holiday season coming upon us, I'd like to take this opportunity to thank you for participating in the Aetna Dental Network. You help make dental care more accessible and effective, and your contributions — big and small — are what set us apart.



— Chad Cressler
AVP, Network Management, Dental



Notices and important reminders

No updates this quarter.



News for you

Periodontal charting and artificial intelligence (AI)

[Find out how AI-driven charting systems could help with accuracy and efficiency.](#)

Advances in AI now challenge even our cornerstone periodontal charts. While we still consider the traditional approach of using a periodontal probe to measure six sites per tooth to be the gold standard, it has its flaws, which include:

- Incorrect angulation or pressure
- Interference from calculus or restoration overhangs
- Recording errors
- Rushed charting due to the time it takes to measure¹

The promise of AI is that it will increase accuracy and efficiency:

- Digital probes with a pressure-calibrated tip minimize user error and transfer pocket depths to a charting software program. But the program is costly.
- Voice-assisted charting involves using a headset to directly communicate measurements to the software, which in turn creates a chart. No human assistant needed.

- Software can analyze dental X-rays to calculate bone levels, pocket depths and lesion dimensions to provide quantitative data.

These technologies might not be fully accurate or complete. For example, will two-dimensional X-rays miss data? How will systems collect data on bleeding and suppuration? For these reasons and others, you should still always consider additional or separate periodontal charting.

Future AI developments could include:

- Displays that provide a more complete picture of a patient's periodontal status
- Chairside treatment recommendations
- Remote monitoring
- More accurate disease prediction models with suggested interventions
- Enhanced patient communications

Claims submission

As long as you do a complete periodontal assessment, including probing at six points per tooth, we will accept the charting format sent with your claims. If you submit a periodontal chart for scaling and root planing, remember to add [detailed notes \(PDF\)](#) that include anesthetic, length of appointment and a description of all services performed on the service date. Radiographs must be unannotated/unmarked with no color-coded overlays such as highlighted areas of bone loss.

¹Vyprynyuk K, Monchik C. [The importance of probes in accessing periodontal health](#). Dimensions of Dental Hygiene. October 18, 2024.

Register today for Aetna Dental® portal training

[Learn how to navigate the provider portal, discover new enhancements and access resources.](#)

The Dental Network team hosts live provider portal training for participating dentists and staff on the third Tuesday of every month (except December) at 1 PM ET.

This webinar will cover portal enhancements including:

- Electronic funds transfer/electronic remittance advice (EFT/ERA) enrollment
- Eligibility and benefits
- Predeterminations
- Claims management tools
- Explanation of benefits (EOB) tool

- Dental Maintenance Organization (DMO®) rosters

We offer a live Q&A at the end of the training. Visit [Aetna Dental](#) and log in to register.

Affordable Care Act (ACA) and Qualified Health Plan (QHP) health exchange participation update

Effective January 1, 2026, Aetna CVS Health®, Banner|Aetna and Innovation Health will be exiting the Individual & Family Plans (IFPs) exchange business.

This article applies to the following states: Arizona, California, Delaware, Florida, Georgia, Illinois, Indiana, Kansas, Maryland, Missouri, Nevada, New Jersey, North Carolina, Ohio, Texas, Utah and Virginia.

We greatly value our partnership with you and are committed to supporting you and your patients throughout 2025. Our team will continue to help members maximize their benefits and ensure a smooth transition during this period.

For additional details and answers to common questions, please refer to our FAQs:

- [Aetna CVS Health Provider FAQs](#)
- [Banner|Aetna Provider FAQs](#)
- [Innovation Health Provider FAQs](#)



Medicare

Unlock growth opportunities by opting into Medicare

Find out how you can increase your patient base.

We know that you, as an existing Aetna Dental® PPO provider, are committed to providing quality care and growing your practice. If you've opted out of Medicare, you may want to consider opting in to Medicare now so you can expand your patient base and tap into new revenue streams.

Expand your patient base

The Medicare population continues to grow, with many members actively seeking dental providers who accept their coverage. By accepting Medicare, you position your practice to serve a broader community, including seniors who often require ongoing dental care.

Increase revenue potential

Out-of-network status may be limiting your access to a significant segment of patients. By opting in, you can capture revenue that might otherwise go to other providers, helping to ensure your practice remains competitive and profitable.

Support healthier communities

Medicare members benefit from regular dental visits, which are essential for managing chronic conditions and maintaining overall health. By opting into Medicare, you play a vital role in supporting the well-being of older adults in your area, while also benefiting from increased patient loyalty and satisfaction.

How to join the Medicare network

You can [fill out the form](#) or scan the QR code below.



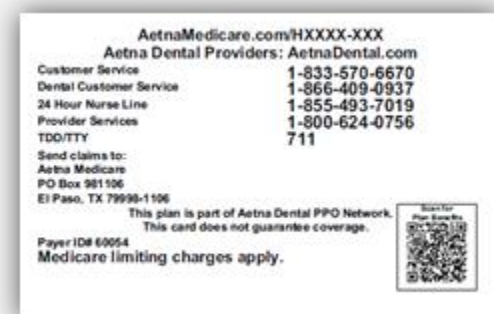
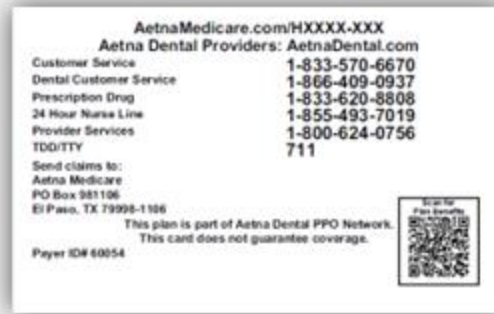
Aetna® PPO dentists and Aetna Medicare Advantage (MA)

[Read on to understand coverage, networks and how to submit claims and confirm eligibility.](#)

Aetna Medicare now has over 2.8 million members with dental coverage.¹

What you need to know

- You can treat all Aetna Dental MA members who are in plans that use the Aetna Dental PPO Network, as long as you haven't opted out of seeing Aetna Medicare contractually.
- Medicare members have a combined dental/medical ID card. So, you may see references to HMO, D-SNP, HMO-POS, or PPO.
- You can identify the member's plan by contract and Plan Benefit Package (PBP) number, which is found in the lower-right-hand corner of the ID card. You can find a list of these numbers in our [Medicare Quick Reference Guide \(PDF\)](#).
- Regardless of the medical plan, if the ID card says "Aetna Medicare Dental" in the upper-right-hand corner (see examples below), then the member has a network dental plan. You'll be reimbursed in accordance with the PPO fee schedule you have with us.



¹All statistics are from an August 2025 internal Medicare reporting table.

Aetna Dental® Medicare Advantage providers — stay in compliance

CMS requires you to have a compliance program. Read on to understand the requirements and how to comply with them.

Do you know that dentists are considered First Tier, Downstream, and Related entities (FDRs) based on your contract with us? The Centers for Medicare & Medicaid Services (CMS) requires all FDRs to have an effective compliance program.

What are the requirements?

- Distribute either the [CVS Health Code of Conduct \(PDF\)](#) or your own conduct standards or compliance policies to employees/subcontractors.
- Perform exclusion screenings on employees/subcontractors both prior to hiring or contracting and monthly thereafter to ensure that they're not excluded from participating in federal programs. You must enter the names of your employees/subcontractors into both the [Office of Inspector General](#) site and the [Exclusions page of SAM.gov](#) to determine if any of them are excluded. If any of

them are, you must remove them from work related to Aetna Medicare, and you must notify us of the exclusion.

- Have a process in place for employees/subcontractors to report compliance and fraud, waste and abuse issues. If any of those issues affect Aetna®, you must report the problem to us. To meet this requirement, you may, for example, display our [reporting poster \(PDF\)](#).
- Do you conduct offshore business? Submit this [Offshore Services Attestation form \(PDF\)](#) to our compliance team. Oversee any subcontractor that performs services for us to ensure that the subcontractor follows the CMS compliance program.

How to comply

More details about CMS compliance requirements and how to meet them are outlined in the [FDR Guidebook \(PDF\)](#), which includes helpful tools such as a checklist you can use to determine whether you're meeting requirements. If you're not meeting any of these requirements, we encourage you to make corrections to your processes.

Ask questions

[Send us an email](#) and we can work with you to develop a Corrective Action Plan.

Claims, eligibility and support — we're here for you

Claims

Before submitting a claim, consult the [Dental and oral surgery claim documentation guidelines \(PDF\)](#) to verify that all required documentation is included. Submitting complete and accurate attachments will help prevent processing delays.

Submit claims to the address on the member ID card.

By mail

Aetna Medicare
P.O. Box 981106
El Paso, TX 79998-1106

Electronically

EDI Payer ID #60054

Medicare Advantage claims and eligibility

To confirm eligibility for Aetna® members with a Medicare Advantage plan, log in to [Aetna Dental](#), select Access Electronic Services and follow the prompts or call us at [1-800-624 0756 \(TTY: 711\)](#). Our dedicated Medicare Provider Services team offers personalized

customer service and can help you with questions about Medicare dental plan eligibility, benefits and claims.

You can also log into [Aetna Dental](#) to view our 2026 Medicare quick reference guide, which contains plan benefits and claims submission information. Just look for Dental Medicare under the Resources tab.

Skip the phone line

You can now save time by skipping the phone line and instead receive a fax back with member eligibility. Call us at [1-800-624-0756](tel:1-800-624-0756) (TTY: [711](tel:711)), select Coverage and Benefits and follow the prompts.

In addition to receiving the member's plan status, effective date, original effective date with us, and group information, you'll now see the annual maximum benefit and remaining balance of the allowance. You'll also have the opportunity to enter any American Dental Association (ADA) procedure codes and receive benefit information specific to the member's plan, including the in-network (INN) and out-of-network (ONN) coverage.

Aetna Dental® Medicare 2026 benefits

[There are a few changes to the 2026 benefits.](#)

Changes for 2026

We're offering a new plan with in-network coverage that covers most American Dental Association (ADA)-recognized dental services excluding implants, orthodontics, cosmetic services, services considered medical in nature and administrative services. Most current plans will still be offered in 2026.

Many members will have different dental plans in 2026. Members may no longer have comprehensive dental service coverage and/or may have plans with different coinsurance levels. Please confirm benefits before treating members by visiting [Aetna Dental](#).

What you need to know

You often need to submit documentation on select services along with a claim or pre-determination. Review the requirements at the procedure code level in our [Dental and oral surgery claim documentation guidelines \(PDF\)](#).

We encourage submission of pre-determinations on services exceeding \$350.



How to reach us

We're here for you

You can do many things via our dental portal, including:

- Updating your personal information, including your National Provider Identifier (NPI) and email address
- Viewing dental office guides
- Taking continuing education courses
- Adding or terminating associates
- Filing claims via Dental Xchange
- Getting credentialed
- Locating forms

Log in or register at [Aetna Dental](#).

Phone numbers

National Dentist Hotline

Have a question about the PPO or DMO network, claim status or member eligibility? Call the National Dentist Hotline at [1-800-451-7715 \(TTY: 711\)](#).

Dentist Contracting Hotline

For PPO contract information or DMO® supplies, call the Dentist Contracting Hotline at [1-800-776-0537 \(TTY: 711\)](#).

Medicare Dentist Hotline

Have a question or need help with our Medicare plans? Please reach out to our dedicated Medicare Provider Services team. They offer personalized customer service and can help you with Medicare eligibility, claims or dental plan benefits questions. Call [1-800-624-0756 \(TTY: 711\)](#).

Claims address

Aetna Dental

PO Box 14094
Lexington, KY 40512

Aetna PPO grievances and appeals

Call the National Dentist Hotline at [1-800-451-7715](tel:1-800-451-7715) (TTY: [711](tel:1-800-451-7715)).

California Language Assistance Program

For free interpretation services, call [1-800-525-3148](tel:1-800-525-3148) (TTY: [711](tel:1-800-525-3148)).

Grievance forms and procedures are available in Spanish on [Aetna Dental](#). You can find additional information about our Language Assistance Program on [Aetna Dental](#).

Comments and suggestions

Please [send us an email](#) if you have comments or suggestions. We welcome them.

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While this information is believed to be accurate as of the print date, it is subject to change. Refer to [AetnaDental.com](https://www.aetnadental.com) for more information about Aetna® networks.

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