

ASO Dental Services Provided by ODS Health Plans

Below is partial list of Dental Services ODS Health Plans offers. We think you'll see with ODS Health Plans you get *more* than claims processing. We encourage you to compare this list with what other companies are able to offer you.

SERVICES	ODS	Other Carrier
CLAIMS PROCESSING		
<ul style="list-style-type: none"> Automated on-line claims processing system ensures timely, accurate and consistent processing of claims 	X	
<ul style="list-style-type: none"> Coordination of Benefits processing as well as constant coordination of benefits information updates 	X	
<ul style="list-style-type: none"> Subrogation 	X	
<ul style="list-style-type: none"> Third party liability investigation 	X	
<ul style="list-style-type: none"> Screening for duplicate claims 	X	
<ul style="list-style-type: none"> Screening for professionals not licensed by state 	X	
<ul style="list-style-type: none"> "Hold harmless" administration for in network professionals 	X	
FULL CUSTOMER SERVICE	X	
<ul style="list-style-type: none"> Customer service department is accessible both by phone and walk-in; toll-free WATS lines are available 	X	
<ul style="list-style-type: none"> Customer service representatives able to provide status on all processed claims including service date, date processed, date check issued, to whom check was issued, etc. 	X	
<ul style="list-style-type: none"> On-line tracking system provides detailed analysis of all employee, dependent, professional, or employer inquiries due to claims status, eligibility, benefit status as well as other categories 	X	
<ul style="list-style-type: none"> Over 90 percent of all calls to customer service are handled and completed during the initial call 	X	
<ul style="list-style-type: none"> A detailed explanation of benefits is provided to the subscriber and to the professional for processed claims 	X	
MAINTENANCE OF ELIGIBILITY		
<ul style="list-style-type: none"> Monthly eligibility statements that automatically list all employees covered 	X	
<ul style="list-style-type: none"> Customer service department for eligibility inquiries 	X	
<ul style="list-style-type: none"> Issuance of identification cards 	X	
<ul style="list-style-type: none"> Processing of all enrollment data 	X	
<ul style="list-style-type: none"> Maintenance of full eligibility of dependents allowing for verification of student status and identification of ineligible dependents 	X	
<ul style="list-style-type: none"> Monthly billing of groups 	X	
UTILIZATION MANAGEMENT		
<ul style="list-style-type: none"> Monitoring of utilization patterns 	X	
LITERATURE		

SERVICES	ODS	Other Carrier
<ul style="list-style-type: none"> Contracts with groups and agents 	X	
<ul style="list-style-type: none"> Creation of all benefit booklets wording including Summary plan description (with assistance from legal department) 	X	
<ul style="list-style-type: none"> Booklet layout, typesetting and printing 	X	
<ul style="list-style-type: none"> We can provide health education materials and informational newsletters 	X	
PROFESSIONAL RELATIONS		
<ul style="list-style-type: none"> Prepares directories listing professionals for various product lines 	X	
<ul style="list-style-type: none"> Offers a "hold harmless" system for in network professionals where the subscriber is held harmless from any balance due over the fee recognized by ODS Health Plans for in network professionals 	X	
<ul style="list-style-type: none"> Automated review of professionals for appropriate utilization 	X	
<ul style="list-style-type: none"> Offers electronic submission of claims by professionals 	X	
INFORMATION SERVICES		
<ul style="list-style-type: none"> All standard reports prepared without charge; no extra charge for data processing time. 	X	
<ul style="list-style-type: none"> We have state of the art claims system (Imaging) 	X	
<ul style="list-style-type: none"> All processing and information hookup is handled using automated claims processing and a state of the art computer center 	X	
Actuarial and Underwriting Services		
<ul style="list-style-type: none"> Will produce all necessary renewal reports for large groups so that the group is fully aware of the costs involved 	X	
<ul style="list-style-type: none"> Will calculate the renewal position each year for all experience rated groups including the estimate of paid claims and the incurred but not reported claims reserve 	X	
<ul style="list-style-type: none"> For groups of 100 or more, management reports including a detailed analysis of claims processed, analysis of savings, cost management, large claims, claims turnaround 	X	
<ul style="list-style-type: none"> Specific items included in the savings report are: <ul style="list-style-type: none"> e) coordination of benefits savings f) duplicate claims g) noncovered services h) plan limit exceeded 	X	

SERVICES	ODS	Other Carrier
<ul style="list-style-type: none"> • Full continuation privileges are provided. This includes continuation required under the COBRA law 	X	
<ul style="list-style-type: none"> • Actuarial services including the analysis of future paid claims and special studies 	X	
<ul style="list-style-type: none"> • Administration and stabilization reserve for experience rated groups, including the payment of interest on large groups if the stabilization is held by ODS Health Plans 	X	
<ul style="list-style-type: none"> • Rating of benefit options as needed 	X	
<ul style="list-style-type: none"> • Contract filing with the State of Oregon 	X	
STAFF WITH SERVICE		
<ul style="list-style-type: none"> • Marketing staff to assist in agent training and enrollment 	X	
<ul style="list-style-type: none"> • We will conduct employee meetings with groups as necessary 	X	
<ul style="list-style-type: none"> • Account specific marketing and customer service 	X	
<ul style="list-style-type: none"> • Professional Relations staff to assist professional offices 	X	
MISC.		
<ul style="list-style-type: none"> • We appoint agents with the state and keep them informed on our products 	X	
<ul style="list-style-type: none"> • We pay and account for agent commissions on a monthly basis. 	X	
<ul style="list-style-type: none"> • We have legal counsel to advise us and help with contract preparation 	X	
<ul style="list-style-type: none"> • We contract with a lobbyist to represent us during the legislature 	X	