

Dental Provider Summary Guide

	Commercial and Medigap/ Medicare Supplement	Medicare Advantage and Michigan Healthy Kids Dental	Federal Employee Program
Provider portal: <ul style="list-style-type: none"> • Portal registration • Patient eligibility • Submit electronic claims/pre-estimates • Communications • Claim and payment status 	provideraccess.dentaquest.com Live chat is available for questions on the portal	provideraccess.dentaquest.com Live chat is available for questions on the portal	http://bcbsm.com/providers/help/faqs/web-denis-faq.html
How to submit claims	Electronic claims: provideraccess.dentaquest.com Payor ID is BBMDQ. Please work with your clearinghouse to submit claims electronically. Mail paper claims to: Blue Cross Blue Shield of Michigan P.O. Box 49 Detroit, MI 48231 Fax paper claims to: 1-262-834-3589	Electronic claims: provideraccess.dentaquest.com Payor ID is BBMDQ. Please work with your clearinghouse to submit claims electronically. Mail paper claims to: Medicare Advantage: Blue Cross Blue Shield of Michigan P.O. Box 49 Detroit, MI 48231 Healthy Kids Dental: Blue Cross Blue Shield of Michigan P.O. Box 491 Milwaukee, WI 53201-0491 Fax paper claims for Medicare Advantage and Healthy Kids Dental to: 1-262-834-3589	Electronic claims: Payor ID is 382069753. Please work with your clearinghouse to submit claims electronically. Mail paper claims to: Federal Employee Program Blue Cross Blue Shield of Michigan P.O. Box 312599 Attn: FEP Dept. 1112 Detroit, MI 48231 Fax paper claims to: 1-866-294-5012
Affiliated networks	United Concordia Companies, Inc. is our primary network partner and network administrator for the Blue Dental PPO network. Blue Dental PPO is a unique combination of several networks partnered with UCCI.	Medicare Advantage: DenteMax Medicare Advantage and Blue Cross Medicare Advantage Networks Healthy Kids Dental: DentaQuest Healthy Kids Dental Network	DenteMax
To submit attachments (X-rays/Files)	nea-fast.com 1-800-782-5150 X-ray submission available on the provider web portal: provideraccess.dentaquest.com	nea-fast.com 1-800-782-5150 X-ray submission available on the provider web portal: provideraccess.dentaquest.com	Federal Employee Program Blue Cross Blue Shield of Michigan P.O. Box 312599 Attn: FEP Dept. 1112 Detroit, MI 48231 Attachments can be submitted with the claims or faxed to 1-866-294-5012
To submit a claim appeal	provideraccess.dentaquest.com Mail to: Blue Cross Blue Shield of Michigan Attn: Provider Appeals P.O. Box 49 Detroit, MI 48231	provideraccess.dentaquest.com Medicare Advantage Mail to: Blue Cross Blue Shield of Michigan Attn: Provider Appeals P.O. Box 49 Detroit, MI 48231 Healthy Kids Dental Mail to: Blue Cross Blue Shield of Michigan P.O. Box 491 Milwaukee, WI 53201-0491 Fax to: 1-262-834-3452	Mail to: Federal Employee Program Blue Cross Blue Shield of Michigan P.O. Box 49 Detroit, MI 48231

Newsletters and communications:

Please visit bcbsm.com/providers/newsletters to view our quarterly dental communications and to be added to the email distribution list. Our complete BCBSM Dental Provider Manual and other valuable information is available by accessing this site: <https://dentaquest.com/state-plans/regions/michigan/dentist-page/bcbsm/>.

Federal Employee Program:

For administrative information about the Federal Employee Program, please call **1-855-504-2583**.



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To return or send a check, include: <ul style="list-style-type: none"> • Original check voucher • A brief explanation of why check is being sent or returned • The member's enrollee ID and claim document numbers 	Blue Cross Blue Shield of Michigan P.O. Box 49 Detroit, MI 48231	Blue Cross Blue Shield of Michigan P.O. Box 49 Detroit, MI 48231 Healthy Kids Dental: DentaQuest LLC 11100 W. Liberty Drive Milwaukee, WI 53224	Federal Employee Program Blue Cross Blue Shield of Michigan P.O. Box 312599 Attn: FEP Dept. 1112 Detroit, MI 48231
Credentialing, network enrollment and changes	PPO providers: Contact the network(s) you participate with for credentialing and network enrollment and changes. Non-PPO providers (Blue Par Select, out of network): 1-888-334-6761	Medicare Advantage: DenteMax: dentemax.com/dentists 1-800-752-1547 Healthy Kids Dental: dentaquest.com/mi/dentists 1-800-233-1468 Fax: 262-241-7401 Send new Healthy Kids Dental enrollment documents to: initialproviderenrollment@dentaquest.com	1-888-334-6761
Interactive Voice Response and Provider Customer Service: <ul style="list-style-type: none"> • Claim and payment status • Patient eligibility and benefits • Frequencies, limitations • For all other questions not found on the portal or IVR, contact a customer service representative 	1-888-826-8152 Monday through Friday 8 a.m. to 7 p.m. Eastern time Automated information is available 24/7	1-844-876-7917 Monday through Friday 8 a.m. to 7 p.m. Eastern time Automated information is available 24/7	1-855-504-2583

As of November 1, 2019, both Blue Cross Blue Shield of Michigan and Blue Care Network commercial dental programs transitioned to a new claims administrator, DentaQuest, for claim processing and other administrative duties.

There are no changes to network affiliations or member benefits as a result of this transition.