# Dental Provider Summary Guide

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<th>Provider portal:</th>
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<th>Medicare Advantage and Michigan Healthy Kids Dental</th>
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<tr>
<td>- Portal registration</td>
<td>provideraccess.dentaquest.com</td>
<td>provideraccess.dentaquest.com</td>
<td>bcbsm.com/providers/help/faqs/web-denis-faq.html</td>
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<tr>
<td>- Patient eligibility</td>
<td>Live chat is available for questions on the portal</td>
<td>Live chat is available for questions on the portal</td>
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<td>- Submit electronic claims/pre-estimates</td>
<td>- Communications</td>
<td>- Claim and payment status</td>
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<td>- Newsletters and communications:</td>
<td>- Electronic claims submission: provideraccess.dentaquest.com</td>
<td>- Electronic claims submission: provideraccess.dentaquest.com</td>
<td>- Electronic claims submission: Payor ID is 382069753. Please work with your clearinghouse to submit claims electronically.</td>
</tr>
<tr>
<td>- 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.</td>
<td>Mail paper claims to:Blue Cross Blue Shield of Michigan P.O. Box 49 Detroit, MI 48231</td>
<td>Medicare Advantage Mail to:Blue Cross Blue Shield of Michigan P.O. Box 49 Detroit, MI 48231</td>
<td>Mail to: Federal Employee Program Blue Cross Blue Shield of Michigan P.O. Box 312599 Attn: FEP Dept. 0712 Detroit, MI 48231</td>
</tr>
<tr>
<td>- Fax paper claims to: 1-262-834-3589</td>
<td>Fax paper claims to: Blue Cross Blue Shield of Michigan P.O. Box 491 Milwaukee, WI 53201-0491</td>
<td>Healthy Kids Dental Mail to:Blue Cross Blue Shield of Michigan P.O. Box 491 Milwaukee, WI 53201-0491</td>
<td>Fax paper claims to: 1-866-294-5012</td>
</tr>
<tr>
<td>- Electronic attachment submission: nea-fast.com 1-800-782-5150</td>
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<td>- Federal Employee Program Blue Cross Blue Shield of Michigan P.O. Box 312599 Attn: FEP Dept. 0712 Detroit, MI 48231</td>
</tr>
<tr>
<td>X-ray submission available on the provider web portal: provideraccess.dentaquest.com</td>
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<td>Attachments can be submitted with the claims or faxed to 1-866-294-5012</td>
</tr>
<tr>
<td>- Electronic appeal submission: provideraccess.dentaquest.com</td>
<td>Electronic appeal submission: provideraccess.dentaquest.com</td>
<td>Electronic appeal submission: provideraccess.dentaquest.com</td>
<td>Mail to: Federal Employee Program Blue Cross Blue Shield of Michigan P.O. Box 312599 Attn: FEP Dept. 0712 Detroit, MI 48231</td>
</tr>
<tr>
<td>1. Find the claim requiring an appeal 2. Select Finalized Claim and click on the Request Reconsideration/appeals button then follow provided instructions</td>
<td>Medicare Advantage Mail to:Blue Cross Blue Shield of Michigan Attn: Provider Appeals P.O. Box 49 Detroit, MI 48231</td>
<td>Healthy Kids Dental Mail to:Blue Cross Blue Shield of Michigan P.O. Box 491 Milwaukee, WI 53201-0491</td>
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<td>Mail to: Blue Cross Blue Shield of Michigan Attn: Provider Appeals P.O. Box 49 Detroit, MI 48231</td>
<td>Healthy Kids Dental Mail to:Blue Cross Blue Shield of Michigan P.O. Box 491 Milwaukee, WI 53201-0491</td>
<td>Fax to: 1-262-834-3452</td>
<td></td>
</tr>
</tbody>
</table>

## How to submit claims

**Electronic claims submission:** 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

## Affiliated networks

- **Medicare Advantage:**  
  DenteMax Medicare Advantage and Blue Cross Medicare Advantage Networks  
- **Healthy Kids Dental:** DentaQuest Healthy Kids Dental Network

## To submit attachments (X-rays/Files)

**Electronic attachment submission:** nea-fast.com  
1-800-782-5150  
X-ray submission available on the provider web portal: provideraccess.dentaquest.com

## To submit a claim appeal

**Electronic appeal submission:** provideraccess.dentaquest.com  
1. Find the claim requiring an appeal  
2. Select Finalized Claim and click on the Request Reconsideration/appeals button then follow provided instructions  
**Mail to:**  
Blue Cross Blue Shield of Michigan  
Attn: Provider Appeals  
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 Blue Dental Provider Manual and other valuable information is available by accessing this site: 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.
### Commercial and Medigap/Medicare Supplement

- **To return or send a check, include:**
  - 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

**Medicare Advantage and Michigan Healthy Kids Dental**

**Federal Employee Program**

**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. 0712
Detroit, MI 48231

### Credentialing, network enrollment and changes

- **Tier 1 In-network Providers**
  - Contact the network(s) you participate with for credentialing and network enrollment and changes.

- **Tier 2 Blue Par Select & Out of Network Providers**
  - (Blue Par Select, out of network):
    - **DenteMax:**
      - 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

### Interactive Voice Response and Provider Customer Service

- **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

- **1-800-482-3600**
  - Monday thru Friday
  - 8 a.m. to 4:30 p.m. Eastern time
  - Automated information is available 24/7