

## Provider guide

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

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

	Commercial	Medicare Advantage and Michigan Healthy Kids Dental	Federal Employee Program
<b>Provider portal:</b> <ul style="list-style-type: none"> <li>Portal registration</li> <li>Patient eligibility</li> <li>Submit electronic claims/pre-estimates</li> <li>Communications</li> <li>Claim and payment status</li> </ul>	<a href="http://provideraccess.dentaquest.com">provideraccess.dentaquest.com</a> Live chat is available for questions on the portal	<a href="http://provideraccess.dentaquest.com">provideraccess.dentaquest.com</a> Live chat is available for questions on the portal	<a href="http://bcbsm.com/providers/help/faqs/web-denis-faq.html">http://bcbsm.com/providers/help/faqs/web-denis-faq.html</a>
<b>How to submit claims</b>	<b>Electronic claims:</b> <a href="http://provideraccess.dentaquest.com">provideraccess.dentaquest.com</a> DentaQuest Payor ID is BBMDQ. Please work with your clearinghouse to submit claims electronically  <b>Paper claims:</b> Blue Cross Blue Shield of Michigan P.O. Box 49 Detroit, MI 48231	<b>Electronic claims:</b> <a href="http://provideraccess.dentaquest.com">provideraccess.dentaquest.com</a> DentaQuest Payor ID is BBMDQ. Please work with your clearinghouse to submit claims electronically  <b>Paper claims:</b> <b>Medicare Advantage:</b> Blue Cross Blue Shield of Michigan P.O. Box 49 Detroit, MI 48231  <b>Healthy Kids Dental:</b> Blue Cross Blue Shield of Michigan P.O. Box 491 Milwaukee, WI 53201-0491	<b>Electronic claims:</b> Payor ID is 382069753. Please work with your clearinghouse to submit claims electronically  <b>Paper claims:</b> Federal Employee Program Blue Cross Blue Shield of Michigan P.O. Box 312599 Attn: FEP Dept. 1112 Detroit, MI 48231
<b>Affiliated networks</b>	DenteMax, DNoA, UCCI, Careington, and Connection Dental Networks (Out of State Providers)	<b>Medicare Advantage:</b> DenteMax and Blue Cross Medicare Advantage Networks  <b>Healthy Kids Dental:</b> DentaQuest Healthy Kids Dental Network	DenteMax and DNoA
<b>To submit attachments (Xrays/Files)</b>	<a href="http://nea-fast.com">nea-fast.com</a> <b>1-800-782-5150</b>  X-ray submission available on the provider web portal: <a href="http://provideraccess.dentaquest.com">provideraccess.dentaquest.com</a>	<a href="http://nea-fast.com">nea-fast.com</a> <b>1-800-782-5150</b>  X-ray submission available on the provider web portal: <a href="http://provideraccess.dentaquest.com">provideraccess.dentaquest.com</a>	<b>Federal Employee Program</b> <b>Blue Cross Blue Shield of Michigan</b> P.O. Box 312599 Attn: FEP Dept. 1112 Detroit, MI 48231  Attachments can be submitted with the claims or faxed to <b>1-866-294-5012</b>
<b>To submit a claim appeal</b>	<b>Electronic claim appeals:</b> <a href="http://provideraccess.dentaquest.com">provideraccess.dentaquest.com</a>  <b>Paper claim appeals:</b> Blue Cross Blue Shield of Michigan Attn: Provider Appeals P.O. Box 49 Detroit, MI 48231	<b>Electronic claim appeals:</b> <a href="http://provideraccess.dentaquest.com">provideraccess.dentaquest.com</a>  <b>Paper claim appeals:</b> <b>Medicare Advantage:</b> Blue Cross Blue Shield of Michigan Attn: Provider Appeals P.O. Box 49 Detroit, MI 48231  <b>Healthy Kids Dental:</b> Blue Cross Blue Shield of Michigan P.O. Box 491 Milwaukee, WI 53201-0491	<b>Paper claim appeals:</b> Federal Employee Program Blue Cross Blue Shield of Michigan Attn: Provider Appeals P.O. Box 49 Detroit, MI 48231

### Newsletters and communications:

Please visit [bcbsm.com/providers](http://bcbsm.com/providers) for dentists doing business with Blue Cross. Please also see our Guide for Dental Care Providers or [mibluedentist.com](http://mibluedentist.com) to find a dentist.

### Federal Employee Program:

For administrative information about the Federal Employee Program, please call **1-800-840-4505**. There is no change to how FEP claims are submitted.



	Commercial	Medicare Advantage and Michigan Healthy Kids Dental	Federal Employee Program
<b>Fax for claim</b>	<b>1-262-834-3589</b>	Fax for Medicare Advantage claims and Healthy Kids Dental claims: <b>1-262-834-3589</b>  Provider appeals for Healthy Kids Dental: <b>1-262-834-3452</b>  Provider updates for Healthy Kids Dental: <b>1-262-241-4077</b>	<b>1-866-294-5012</b>  Fax for all other issues: <b>1-866-294-5012</b>
<b>To return or send a check, include:</b> <ul style="list-style-type: none"> <li>• Original check voucher</li> <li>• A brief explanation of why check is being sent or returned</li> <li>• The member's enrollee ID and claim document numbers</li> </ul>	<b>Blue Cross Blue Shield of Michigan</b> P.O. Box 49 Detroit, MI 48231	<b>Medicare Advantage:</b> Blue Cross Blue Shield of Michigan P.O. Box 49 Detroit, MI 48231  <b>Healthy Kids Dental:</b> DentaQuest LLC 11100 W. Liberty Drive Milwaukee, WI 53224	<b>Federal Employee Program</b> <b>Blue Cross Blue Shield of Michigan</b> P.O. Box 312599 Attn: FEP Dept. 1112 Detroit, MI 48231
<b>Credentialing and network enrollment and changes</b>	Contact the network you participate with for credentialing and network enrollment and changes	<b>Medicare Advantage:</b> DenteMax: <a href="http://dentemax.com/dentists">dentemax.com/dentists</a> <b>1-800-752-1547</b>  <b>Blue Cross:</b> <a href="http://bcbsm.com/providers">bcbsm.com/providers</a> <b>1-800-822-2761</b>  <b>Healthy Kids Dental:</b> <a href="http://dentaquest.com/mi/dentists">dentaquest.com/mi/dentists</a> <b>1-800-233-1468</b> Fax: <b>262-241-7401</b> Send new Healthy Kids Dental enrollment documents to: <b>initialproviderenrollment@dentaquest.com</b>	<b>1-888-334-6761</b>
<b>Interactive Voice Response and provider service:</b> <ul style="list-style-type: none"> <li>• Claim and payment status</li> <li>• Patient eligibility and benefits</li> <li>• Frequencies, limitations</li> <li>• For all other questions not found the portal or IVR, contact a customer service representative</li> </ul>	<b>1-888-826-8152</b> Monday through Friday 8 a.m. to 7 p.m. Eastern time Automated information is available 24/7	<b>1-844-876-7917</b> Monday through Friday 8 a.m. to 7 p.m. Eastern time Automated information is available 24/7	<b>1-800-840-4505</b>