



DENTAL PROVIDER TECHNOLOGY OVERVIEW

These eTools help you do business with us

PROVIDER CENTRAL

Our secure website for providers:

bluecrossma.com/provider

What can you use it for?

- View fee schedules
- Read news and contractual notices (called News Alerts)
- See My Alert inbox messages from us
- View dental plan information
- Get forms
- Find medications on our formularies
- View patient and clinical resources
- Access eTools described in this document

Learn more

Visit our [Learn more about Provider Central](#) page.

FAST ATTACH

When requested, dentists can submit radiographs, periodontal charting, intra-oral images, narratives, and explanation of benefits electronically through Vyne Dental's HIPAA-compliant, secure website.

DENTAL CONNECT FOR PROVIDERS

An online tool for benefits and claim status.

What can you use it for?

- Check claims history and claim status. Check the last time a procedure was performed, and check claim status, including pending claims.
- Look up specific benefits by service type or by entering the specific CDT procedure codes.
- View benefit frequency limitations. View frequency limitations that are part of a member's benefit design by the specific CDT procedure code
- View member benefit dollars used to-date and deductible remaining, if applicable

Learn more

Go to dental.changehealthcare.com and click **Dental Connect – Providers**. When registering, use partner code **BCMA01DPS** to enable Blue Cross Blue Shield of Massachusetts sponsors monthly fees for this service for Blue Cross of Massachusetts members.

PAYSPAN

A tool used to access online advisories (Provider Payment and Provider Detail Advisories) and set up secure electronic funds transfer (EFT), also known as direct deposit, of your organization's payments for services.

What can you use it for?

- Set up an account to get direct deposit of your payment from Blue Cross Blue Shield of Massachusetts
- View, print, and save your provider advisories (Note: You'll stop receiving paper copies 90 days after you register for Payspan)
- View and print advisories for secondary insurance claims
- See accounts receivable information
- View detailed claim status

Learn more

Log in to bluecrossma.com/provider and go to **eTools>Payspan**. For Payspan support:

- Call **1-877-331-7154, option 1**
- Email: providersupport@payspanhealth.com