

DENTAL BLUE RESOURCES

CONTACT DENTAL NETWORK MANAGEMENT TO:	AT:
<ul style="list-style-type: none"> • Add a new provider • Make practice changes • Learn about our Enhanced Dental Benefits (see back for more information) 	For Massachusetts providers: 1-800-882-1178 option 4 or call the below assigned Network Manager.
	South Shore / Cape Cod Region David Brow, 617-246-4087
	North Shore / New Hampshire Katie O'Brien, 617-246-5218
	Boston / Metro West /Dental Schools Patricia Crossen, 617-246-9498
	Central and western Massachusetts Christine Conway, 617-246-6942
	Fax: 1-617-246-9397 Email: DentalNetworkRequest@bcbsma.com

TO:	CONTACT:	AT:
Check eligibility and claim status	Dental Provider Service	Phone: 1-800-882-1178 option 3 Web: dental.changehealthcare.com <i>(for initial registration assistance, call 1-866-777-0713)</i>
Get started with Provider Central or EDI	Provider Central Helpdesk	Phone: 1-800-771-4097 Web: bluecrossma.com/provider
Learn about technologies we offer, including pre-recorded webinars and fact sheets	Provider Central	Web: bluecrossma.com/provider , hover over eTools then select the appropriate technology you'd like to learn more about
Submit electronic attachments	Vyne Dental	Phone: 1-800-782-5150 ext. 2 Web: vyne.dental.com
Set up Electronic Funds Transfer	Payspan	Phone: 1-877-331-7154 Web: providersupport@payspanhealth.com

TO:	CONTACT:	AT:
Coordinate benefits with another insurer	Coordination of Benefits	Phone: 1-888-799-1888
Find member resources	Blue Cross of Massachusetts	Benefits website: myblue.bluecrossma.com Healthy pregnancy: livinghealthybabies.com Nurse hotline: 1-888-247-BLUE (2483)
File a grievance or a written appeal on behalf of a Medicare Advantage member	Medicare Advantage	Phone: 1-800-200-4255 Fax: 1-617-246-8506 Email: MedicareAdvantageRXAppeals@bcbsma.com Mail: Blue Cross Blue Shield of Massachusetts Medicare Advantage Appeals Coordinator P.O. Box 55007 Boston, MA 02205
Order ADA claim forms	American Dental Association	Phone: 1-800-947-4746 Web: adacatalog.org
Report fraud	Fraud Hotline	Phone: 1-800-992-4100

VERIFY MEMBER ELIGIBILITY FOR MEMBERS OF THIS PLAN:	CONTACT:
Blue Cross of Massachusetts employees	Employee Provider Services Phone: 1-800-238-6616
Commercial dental (for dental services) Pediatric dental benefits (for ACA-compliant medical plans)	Dental Provider Services Phone: 1-800-882-1178 option 3
Commercial dental or OMS providers (for medical services)	Medical Provider Services Phone: 1-800-882-2060
FEP GRID/GRID+ (other Blues plans)	Blue Cross Blue Shield FEP Dental Phone: 1-855-504-2583 Mail: Blue Cross Blue Shield FEP Dental P.O. Box 75 Minneapolis, MN 55440-0075
FEP Massachusetts	Phone: 1-800-882-1156
Medex	Medex Core Plus Dental Benefit Phone: 1-800-882-2060 option 5

ENHANCED DENTAL BENEFITS

To promote total health, we offer Enhanced Dental Benefits for women who are pregnant and for members diagnosed with diabetes, coronary artery disease, oral cancer, stroke, or Sjogren’s syndrome. The services shown in the chart below are not subject to the member’s deductible, co-insurance, or annual maximum when provided by a network dentist. There is no additional cost to receive these extra benefits.

ENHANCED DENTAL BENEFITS FOR COMMERCIAL MEMBERS

CONDITION	1 CLEANING OR PERIODONTAL MAINTENANCE VISIT 4 PER CALENDAR YEAR*	PERIODONTAL SCALING ONCE PER QUADRANT EVERY 24 MONTHS*	ORAL CANCER SCREENING 2 PER CALENDAR YEAR	FLUORIDE TREATMENT 4 PER CALENDAR YEAR
Coronary Artery Disease	√	√		
Diabetes	√	√		
Oral Cancer	√		√	√
Pregnancy	√	√		
Sjogren's Syndrome	√		√	√
Stroke	√	√		

* Periodontal maintenance and scaling are available on plans that offer periodontal benefits. There must be at least three months between a periodontal maintenance cleaning and any other cleanings covered under your dental plan, including these Enhanced Dental Benefits.