

PROVIDER RESOURCE GUIDE

Keep this list handy to help you find the information you need.



A nonprofit corporation and independent licensee of the Blue Cross and Blue Shield Association



CLAIMS	Claims filing information	•		•
	Claims history		•	
	Office claims search/determinations		•	
	Office claims submission		•	
	Claim void		•	
	Claim appeal		•	
AUTHORIZATIONS	Prior authorization history		•	
	Office prior-authorization search/determinations		•	
	Office prior-authorization submission		•	
	Prior-authorization appeal		•	
	Authorization extension/release		•	
	Clinical criteria			•
MEMBER BENEFITS AND ELIGIBILITY	Member eligibility		•	
	Member benefits and limitations		•	•
	Member service history		•	
PAYMENTS AND EOBS	Payments and EOBS		•	
	Reconcile payments		•	
	Enrollment in EFT	•	•	
COMPLAINTS, GRIEVANCE, APPEALS AND FRAUD, WASTE, ABUSE	Appeals processes			•
	Complaint and grievance submission		•	
	Complaint, grievance and appeal instructions			•
	Request a peer to peer		•	
	Reporting fraud, waste and abuse	•		•
TRAINING AND EDUCATION	Training schedules	•	•	
	Tip sheets		•	
	Oral health news and important information	•	•	•
	Training presentations (PDF)		•	
	Training requirements	•		•
CONTACT INFORMATION	Desk Reference or Summary Guides	•	•	
	Contact DentaQuest/Blue Cross (message center)	•	•	
	View phone numbers and addresses	•	•	•
SELF-SERVICE TOOLS	Portal log-in and registration	•	•	
	Portal — Add new users and permissions		•	
	Dental home roster		•	
	List of service locations and statuses		•	
	Provider detail		•	
	Network affiliations		•	
	Submit updates to business, service and provider	•	•	
	Access to documents (update forms, guides, ORMs etc.)	•	•	•
CREDENTIALING	Network enrollment and App Central	•		
PLAN AND STATE REQUIREMENTS	Plan and state requirements	•		•
	Appointment availability requirements	•		•
	Provider rights and responsibilities			•
	Member rights and responsibilities			•