

Blue Cross Blue Shield Blue Care Network of Michigan Commercial Program

Frequently asked questions

Providers must use Payor ID & mailing address or fax number below for Blue Cross Blue Shield and Blue Care Network of Michigan Commercial claims.

Blue Cross payer ID (for electronic claims): BBMDQ

Claims mailing address: Blue Cross Blue Shield of Michigan
P.O. Box 491
Milwaukee, WI 53201-0491

Claims fax: 623-760-1898
Attn: Blue Cross Blue Shield of Michigan Claims

Claims questions: 1-888-826-8152

Q: What Blue Cross Blue Shield and Blue Care Network of Michigan Commercial dental plans are now being administered by DentaQuest?

A: Effective November 1, 2019, DentaQuest is assuming administration of the Blue Cross Commercial dental plans. For a complete list of these Plans being administered by DentaQuest, service areas and membership, please refer to the provider portal at provideraccess.dentaquest.com. **There will be no changes to the Blue Cross and BCN network.**

Q: Where can I find information and updates about Blue Cross Blue Shield of Michigan Commercial plans, membership, etc.?

A: DentaQuest will be launching a new provider portal specifically designated to support Blue Cross Commercial, Healthy Kids and Medicare Advantage dental plans. Registration to this portal will be available on October 28, 2019, the portal will go live November 1, 2019. Providers can check member eligibility, submit& status claims and view payments on the portal.

Q: Will there be any changes to network affiliation or fee schedules as part of this transition?

A: No. There will be no changes to the Blue Cross networks.

Q: Where do I obtain fee schedules or assistance on fee inquires for the plans?

A: Contact your network contract owner for any questions related to fees.

Q: Do I have to enroll in the DentaQuest network to see Blue Cross or BCN patients?

A: No.

Q: What is the timely filing limit for Blue Cross' Commercial claims?

A: The timely filing limitation for Blue Cross Commercial claims is two years.

Q: What issues will be handled by DentaQuest?

DentaQuest is an independent company that provides administrative dental services for select Blue Cross Blue Shield Blue Care Network Commercial members.

A: DentaQuest will handle general provider inquiries, provider education, claims, claim payments, electronic fund transfers, provider complaints and appeals and portal training.

Q: What issues will be handled by your network contract owner?

A: Your network contract owner will continue to handle recruitment, contracts and amendments, credentialing, recredentialing, provider updates, fee schedule inquiries and requests.

Q. How do I verify member eligibility for Blue Cross Commercial members?

A: DentaQuest will have a provider web portal specifically designated for providers servicing Blue Cross Commercial members on November 1, 2019. Portal registration assistance and training will be available to all providers. To register and access the provider portal, visit the portal at provideraccess.dentaquest.com. Providers will be able to register on the portal beginning October 28, 2019. **Providers will receive a welcome letter from DentaQuest that will contain vital information, such as the business key, that you will need for registration.**

Q: Who do I contact for EDI-related inquiries and issues?

A. Contact the EDI team at editeam@greatdentalplans.com.

Q: How do I sign up for Direct Deposit/ EFT?

A: Your EFT and banking information will not carry over to DentaQuest on November 1, 2019. You must contact DentaQuest if you wish to receive electronic BCBSM payments. Information and forms to sign up for EFT are available at dentaquest.com/mi/dentists, you may also sign up directly through the provider portal at provideraccess.dentaquest.com.

Q: How will claims be handled for dates of services prior to November 1, 2019?

A: DentaQuest will process all claims submitted after November 1, 2019, regardless of the date of service.

Q. Where can I find more information about Blue Cross' Commercial plans and products?

A. Information regarding Blue Cross Commercial Plans are available at dentaquest.com/mi/dentists or visit bcbsm.com/providers.