

**Blue Cross Blue Shield of Michigan & Blue Care Network
Medicare Advantage Program**

Frequently asked questions

Providers must use Payer ID & mailing address or fax number below for Blue Cross Blue Shield of Michigan & Blue Care Network Medicare Advantage claims.

Blue Cross payer ID (for electronic claims): BBMDQ

Claims mailing address: DentaQuest, LLC
P.O. Box 491
Milwaukee, WI 53201-0491

Claims fax: 262-834-9589
Attn: Blue Cross Blue Shield of Michigan Claims

Claims questions: 1-844-876-7917

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

A: Effective January 1, 2018, DentaQuest is assuming administration of the Blue Cross' Medicare Advantage dental plans. For a complete list of the Blue Cross Medicare Plans being administered by DentaQuest, service areas and membership, please refer to the Office Reference Manual at dentaquest.com. DenteMax will continue to be the network for these plans.

Q: Where can I find information and updates about Blue Cross' Medicare Advantage plans, membership, etc.?

A: DentaQuest will be launching a new provider portal specifically designated to support Blue Cross' Medicare Advantage dental plans. Access to this portal will be available on January 1, 2018. Participating providers can check member eligibility, submit & status claims and view payments on the portal.

There's also information on how to obtain the Office Reference Manual, verify member status, claims submission process, provider training materials and important updates regarding Blue Cross' Medicare provider portal launch at dentaquest.com. Or, contact Provider Services at 1-844-876-7917.

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

A: Contact DenteMax at 1-800-752-1547.

Q: Does a provider have to participate in all plans?

A: No, but we would prefer they accept all plans to provide access to this member population.

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

A: The timely filing limitation for Blue Cross' Medicare Advantage claims is two years.

Q: Do any of the plans have copayments or deductibles?

A: Please refer to our online Office Reference Manual at <http://dentaquest.com/> for covered benefits, deductibles and copays for each plan.

Q: What issues will be handled by DentaQuest?

A: DentaQuest will handle general provider inquiries, provider education, claims, claim payments, electronic fund transfers, provider complaints and appeals and portal training. Contact DentaQuest Provider Services at 1-844-876-7917.

Q: What issues will be handled by DenteMax?

A: DenteMax will handle recruitment, contracts and amendments, credentialing, recredentialing, provider updates, fee schedule inquiries and requests. Contact DenteMax at 1-800-752-1547.

Q: How do I verify member eligibility for Blue Cross' Medicare members?

A: DentaQuest will have a provider web portal specifically designated for network providers servicing Blue Cross' Medicare Advantage members in January 2018. Portal registration assistance and training will be available to all participating providers. To register and access the provider portal, visit <http://www.dentaquest.com>. You can also verify member eligibility by calling **1-844-876-7917** to access the IVR system.

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

A: Contact Provider Services at 1-844-876-7917 or email editeam@greatdentalplans.com.

Q: How do I submit claims to DentaQuest for Blue Cross' Medicare Advantage members?

A: To submit paper claims for Blue Cross' Medicare Advantage members, you must mail or fax the request to:

Mail: DentaQuest, LLC
P.O. Box 491
Milwaukee, WI 53201-0491

Fax: 262-834-3589
Attn: Blue Cross Blue Shield of Michigan Claims

To submit electronic claims for Blue Cross' Medicare Advantage members through a clearinghouse or directly to DentaQuest through our Trading Partner Portal, you must use payer ID: BBMDQ.

If you don't use the correct payer ID, your claims may be routed incorrectly and denied. Your office will receive a letter indicating "Member Not Found."

Q: How will claims be handled for dates of services prior to January 1, 2018?

A: DentaQuest will process new, unpaid claims with dates of service on or after January 1, 2016.

Q: Where can I find more information about Blue Cross' Medicare Advantage plans and products?

A: A full list of the plans that DentaQuest is administering on behalf of Blue Cross' Medicare Advantage Program is available in the Office Reference Manual at <http://dentaquest.com/>.