

A NEWSLETTER FOR DENTAL PROFESSIONALS

Summer, 2008

The NPI Deadline is Here!

Effective May 23, 2008, the federal government will require all health care providers who submit claims electronically to use their National Provider Identifier (NPI). NPI is a numeric 10-digit identifier that's unique to each provider and/or group entity. The NPI requirement is a component of the Health Insurance Portability and Accountability Act of 1996 (HIPAA). The NPI number replaces your provider identification numbers with all health plans. Your Tax Identification Number is still required on all claims.

For offices consisting of more than one provider, Blue Cross of Idaho recommends using an organizational NPI, as well as the individual NPI numbers. We will use the organizational NPI as your billing identification and the individual NPI as your servicing provider identification. If you have an organizational NPI, please submit claims using this number. Otherwise, you may use your individual NPI.

If you have not obtained your NPI, or need to apply for an organizational NPI, go to <https://nppes.cms.hhs.gov>.

Once you have received your new NPI(s), don't forget to notify all health plan providers.

And the Winners Are

We enjoyed participating in the Southwest Idaho Dental Society (SWIDS) Conference held February 28-29, 2008 in Boise. It was a pleasure seeing many offices represented at the conference and having the opportunity to meet some attendees for the first time!

Congratulations to the Blue Cross of Idaho raffle winners:

Tami Lietz (Dr. Duston Connaughton):

Spaghetti Factory Gift Card

Dr. George Lewis:

Edward's Greenhouse Arrangement

Claims Processing Corner...

Member ID Numbers

Did you know that Blue Cross of Idaho no longer uses social security numbers for member identification? For the most efficient processing of your claims, be sure to use the member's current Blue Cross of Idaho identification number. This number can be found on the member's ID card, on all Explanation of Benefits (EOB), or on the Blue Cross of Idaho Web site (Please see below for additional information regarding provider resources on our Web site).

Primary vs. Secondary Coverage

Do you have a patient with multiple dental plans? By identifying and submitting your claims to the primary plan first, you can save valuable claims processing time. Once you've received the primary EOB, be sure to include a copy when submitting the claim to the secondary carrier. Not sure which plan is primary? Our Dental Customer Advocates are available to help you determine if the Blue Cross of Idaho plan is primary or secondary. Contact us at (208) 363-8755 or 800-289-7929 for assistance.

Benefits 24/7 on the Blue Cross of Idaho Web Site

The Blue Cross of Idaho Web site is a great resource to view member eligibility, benefits, and claims. To register for access to this information 24-hours-a-day, 7-days-a-week, go to www.bcidaho.com, click on the "Providers" link under the "Select a Secure Log-in" banner, and then select "Register Now." Follow the prompts and provide the information requested to complete your registration.

Need Help, But Not Sure Where to Turn?

For questions related to matters such as contracting, office changes, adding new providers, electronic claims submission, etc., please contact Jennifer Webster, Dental Provider Relations Representative, at 208-363-8744 or 1-800-289-8018.