



Blue Cross of Idaho Dental Services Frequently Asked Questions

Q. What is the status of my patient's claim?

A. After a claim is fully processed, its status is available for viewing through the **Eligibility and Claims** link on our Web site. To view a claim:

- Click on the **Eligibility and Claims** link on the left toolbar after logging in to the website, or on the right toolbar under **Quick links**.
- Under *Available Services*, click on **Claims**
- Click **Select Provider** next to the Provider ID box and select the treating dentist for the claim you are inquiring about, then enter all or part of the requested information for the patient (Last Name, First Name, Subscriber ID).
- From the resulting list of claims, click on the claim number/date of service you are inquiring about. A full explanation of benefits will be available for you to view.

Q. Why can't I find my patient's claim online?

A. When we receive a claim, we make it available for viewing online after processing it. In most cases, fully processing a claim takes five to seven business days. However, it can take up to 30 days to process a claim completely if it requires additional review. If you would like to inquire about the status of a claim that is not available online, please call one of our friendly customer care advocates at (208) 363-8755 or (800) 289-7929.

Q. How do I re-submit and/or correct a claim?

A. Please attach additional or corrected claim information to a copy of the Explanation of Benefits (EOB) statement for the claim and submit it for review. Mail the additional information to:

Blue Cross of Idaho
P.O. Box 7408
Boise, ID 83707

Please do not submit a new claim form because it may cause the claim to be declined as a duplicate.



- Q. How do I know what type of plan my patient has?**
- A.** Effective October 1, 2008, Blue Cross of Idaho will be issuing new identification cards to all members, which will include more detailed information about a member's policy, including whether or not they have dental coverage and their plan type (PPO or Traditional). This information should assist you in determining a patient's portion when rendering services. Another easy way to access the member's plan type is to contact one of our friendly customer care advocates at (800) 289-7929, Monday-Friday, 8 a.m. to 6 p.m. MST.
- Q. I recently changed/added an NPI number for our office? Do I need to notify Blue Cross of Idaho of this information?**
- A.** You must notify Blue Cross of Idaho when changing or adding an NPI number. The best way to notify Blue Cross of any changes or additions is to contact the Dental Provider Relations Department at (208) 363-8744 or fax the information to (208) 363-8748. Although we strive to update information in our system in a timely manner, the process can sometimes take up to two weeks. If you submit your claims electronically, you may need to fax or mail your claims until the information is updated in our system.
- Q. My patient has a plan called *True Blue*. What is this and how do I become a *True Blue* provider?**
- A.** True Blue is a Medicare Advantage plan offered by Blue Cross of Idaho. This plan covers dental services for members who see PPO contracting dental providers. Services are covered at 100 percent of the PPO allowance and include basic cleanings, oral exams, x-rays, fillings, extractions, and chairside denture religns. True Blue members pay nothing out of pocket for these services when provided by a PPO contracting provider.

True Blue dental coverage is available in the following counties: Ada, Bannock, Boise, Bonneville, Canyon, Caribou, Cassia, Gem, Jefferson, Latah, Madison, Minidoka, Nez Perce, Oneida, Owyhee, Payette, Power, Twin Falls, and Washington.

If you practice in one of the above counties and wish to become a provider for True Blue and other PPO members, please contact the Dental Provider Relations Department at (208) 363-8744 or (800) 289-8018.