



This easy-to-use guide to the Blue Cross and Blue Shield of Louisiana Dental Network will help you locate information quickly. Additional information is available in your Dental Network Office Manual.

Filing Claims

- **Use the ADA-Dental Claim Form:** It is extremely important that you complete all applicable information in full to facilitate prompt and accurate claims payments. Refer to your Dental Network Office Manual for detailed information about claims filing.
- **Enter your NPI in Block 49–NPI:** The billing dentist’s National Provider Identifier (NPI) is necessary for accurate claims processing.
- **Use valid Current Dental Terminology® (CDT) code(s):** Blue Cross cannot accept unspecified codes. Please use the CDT code that most closely matches the description of the service rendered.

Important Notes:

- When using code D9630, “Other drugs and/or medicaments, by report,” please indicate the name of the medication in the “Description of Service” area.
- If Current Procedural Terminology® (CPT) codes are used for a non-surgical procedure, the CPT codes will be rejected and returned for the proper CDT code.



Mail Key Dental claims to:
Blue Cross & Blue Shield Louisiana
P.O. Box 98029
Baton Rouge, LA 70898-9029

Mail FEP Dental claims to:
BCBSLA – FEP Claims
P.O. Box 98028
Baton Rouge, LA 70898-9028

Out-of-State Dental claims:

See the back of the member’s ID card for the appropriate plans’ contact information.

Support

iLinkBLUE Provider Suite

iLinkBLUE helps you simplify claims administration tasks by allowing you to:

- Verify patient eligibility and benefits
- Obtain status of paid, rejected and pended claims
- Submit “Action Requests” to question the processing and payment of a claim
- View payment registers online

Electronic Funds Transfer (EFT)

With EFT, Blue Cross deposits your payment directly into your bank account. To find out more about iLinkBLUE and EFT, call (800) 216-BLUE (2583) or (225) 293-LINK (5465) or e-mail ilinkblue.providerinfo@bcbsla.com.

Provider Service’s Voice Response Telephone System

Get prompt responses to your inquiries about benefits, claims, eligibility and provider service issues through our automated voice response telephone system. Have your NPI, the member’s Blue Cross ID number, the member’s eight-digit date of birth and the date of service ready when you place your call, then listen carefully to the instructions.



(800) 922-8866

Dental Network Administration

If you need information concerning the administration of our Dental Networks, please call Network Administration at:



(800) 716-2299, option 3 or
(225) 297-2758 (Baton Rouge area)



If you have changes to your name, telephone number, address, tax ID, specialty or group practice, please submit a Provider Update Form online at www.bcbsla.com under Forms for Providers.

Customer Service

If your patients have questions about their dental benefits, you may refer them to our Customer Service Center at:



(800) 599-2583 for Key Dental questions
(800) 272-3029 for FEP Dental questions

Reimbursement

- **Allowable Charges** – Blue Cross reimburses Key Dentists based on allowable charges. The allowable charge is the maximum amount allowed by Blue Cross for covered dental services.

As a Key Dentist, you agree to accept the Blue Cross payment, plus the member's deductible, coinsurance and/or copayment, if applicable, as payment in full for covered services. In return you receive prompt and direct payment from Blue Cross as well as marketing in our provider directory.

- **Maximum Allowable Charge** – FEP Preferred Dentists are reimbursed based on a negotiated, discounted amount known as the Maximum Allowable Charge (MAC).

As a FEP Preferred Dentist, you have agreed to accept the MAC as payment in full for covered dental services. Under FEP's Standard Option, Blue Cross reimburses FEP Dentists up to the Fee Schedule Amount. FEP members may be billed for the difference between the Fee Schedule Amount and the MAC. Under FEP's Basic Option, Blue Cross reimburses FEP Dentists up to the MAC minus the FEP member's copayment amount.

- **Discount Dental Charge** – Dentists participating in the Discount Dental Network have agreed to provide dental services to Blue Cross members who do not have a dental benefit plan. As a Discount Dentist, you have agreed to accept reimbursement, based on the Discount Dental Fee Schedule, directly from the member and not bill Blue Cross for discount services, as this is not a benefit plan.
- **Cancellations and No-Shows** – Please be aware that any charges for cancellations or no-shows are not covered under our member contracts and therefore would become the patient's responsibility. The patient should be notified in advance of such charges.

National Provider Identifier (NPI)

If you have not notified us of your NPI, please do so as soon as possible in one of the following ways:



Fax to Network Administration at (225) 297-2750



E-mail to network.administration@bcbsla.com



Mail to BCBSLA
Attn: Network Administration
PO Box 98029
Baton Rouge, LA 70898-9029

***We cannot accept notification of NPIs through claims submission. Please submit your NPI to us as directed above.**

Get a copy of our updated Dental Manual online on our Provider page at www.bcbsla.com under Manuals and Speed Guides or on iLinkBLUE under Manuals.

Dental Network
Office Manual