

PREMERA BLUE CROSS

Medicare Advantage 2024 Dental Information



BLUE CROSS





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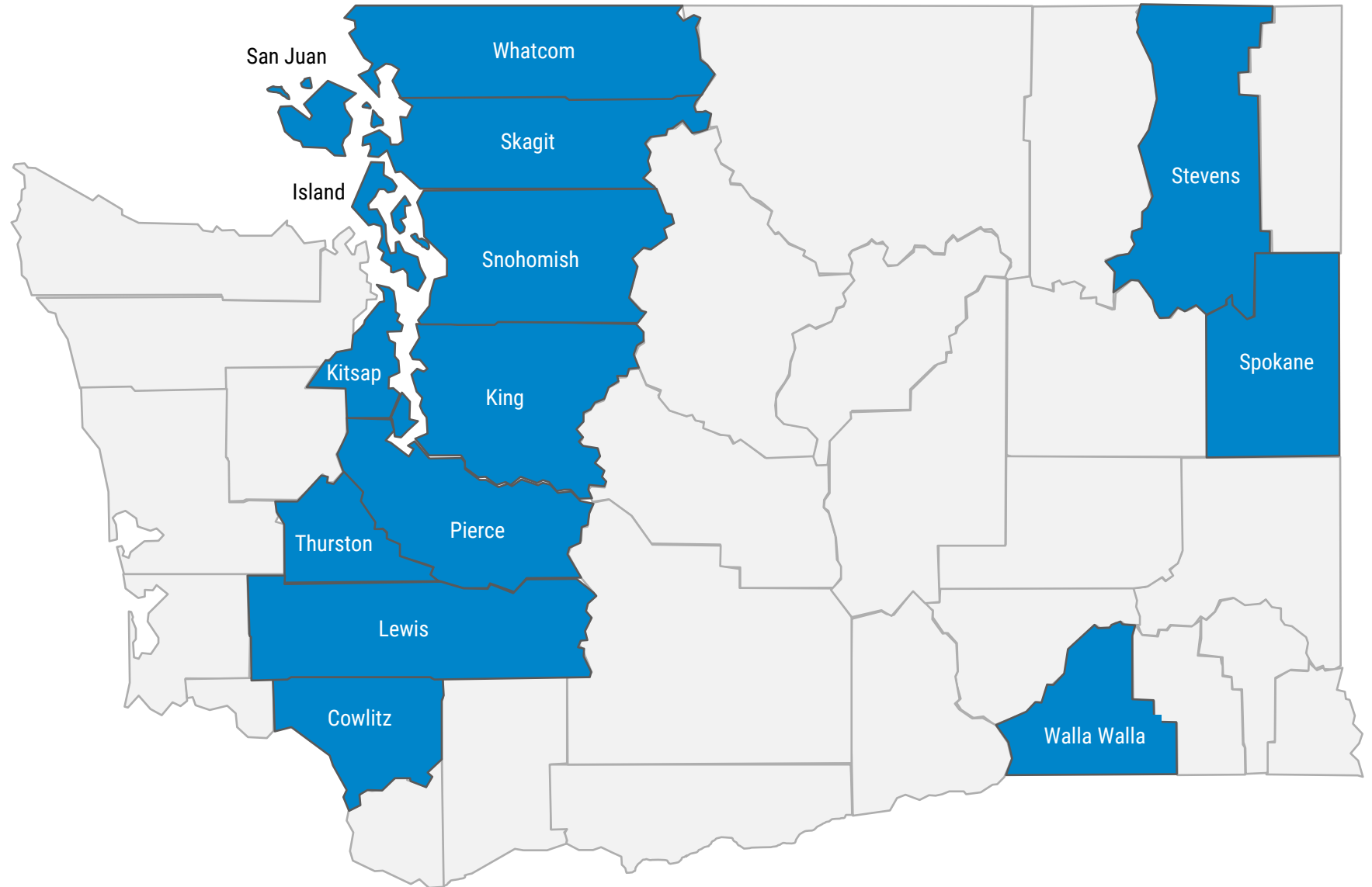
Service area

Eastern Washington

Spokane
Stevens
Walla Walla

Western Washington

Cowlitz
Island
King
Kitsap
Lewis
Pierce
San Juan
Skagit
Snohomish
Thurston
Whatcom



2024 Premera Blue Cross Medicare Advantage Plans

	HMO \$0	Classic HMO	Total Health HMO
Premium	\$0	\$54	\$23
Cowlitz, Island, King, Kitsap, Lewis, Pierce, San Juan, Skagit, Snohomish, Thurston, and Whatcom			
Walla Walla			
Spokane			
Stevens			

Dental

All plans include embedded preventive and comprehensive dental benefits

- Eligible preventive and comprehensive services paid at 100% after deductible up to the annual maximum with an in-network provider
- Comprehensive services have an annual deductible. \$25 annual deductible on all plans.
- Pre-determination review on higher-end services is recommended to ensure member is getting the necessary care; alternative procedures will be offered to member if less costly

Dental benefits

PREVENTIVE		ANNUAL MAXIMUM ALLOWANCE
Allowance		Classic HMO or Total Health HMO - \$1,500 HMO \$0 - \$1,000
Comprehensive oral exam		One per 36 months
Routine cleanings or periodontal maintenance		Two per calendar year/up to three per calendar year
Fluoride treatments		Two per calendar year
Bitewing x-rays (set of four)		One set per calendar year
Panoramic or complete x-rays		One set every 60 months
COMPREHENSIVE		
Deductible		\$25 per year

Medicare Advantage dental provider network

Who's in the network?

- We have hundreds of practitioners across all the counties we serve. To see who's in network for referrals, check our [provider directory](#).
- If you're interested in joining our Medicare Advantage network or have questions, email our Provider Relations team at provider.relationswest@premera.com.

Dental providers who've opted out of Medicare

Premera is not allowed to pay for any service that is considered medical and covered under original Medicare. For dentists who have opted out of Medicare, Premera can only process claims for supplemental services, or for Part A or Part B medical services provided for urgent or emergent situations only.

Member ID cards

Call the number on the back of the card for questions about member benefits.

PREMERA 		SAMPLE	
BLUE CROSS		Name of specific plan	
An Independent Licensee of the Blue Cross Blue Shield Association			
Enrollee Name	Plan	H7245 XXX	
FIRST M LASTNAME JR	Medical Network Medicare Advantage		
Enrollee ID	COBINS	00-030	
ZNP888888888	RXPCN	MEDDADV	
Health Plan (80840)	RXGRP	RX8644	
0000000000	Issued:	MM/YYYY	
Group Number			
12345			
DENTAL, VISION, HEARING			
MEDICARE ADVANTAGE HMO		MedicareRx Prescription Drug Coverage	

Members: www.premera.com/MA		SAMPLE	
			
Premiera Blue Cross An Independent Licensee of the Blue Cross Blue Shield Association		Customer Service: 888-850-8526	
Use of this card is subject to terms of applicable contracts, conditions and use agreements. Medicare limiting charges apply.		TTY/TDD: 711	
Providers outside of WA, file claims with your local plan.		PCP: XXX-XXX-XXXX	
Mail Provider claims to: Premiera Blue Cross PO Box 91059 Seattle, WA 98111-9159		Mental health/substance abuse treatment: 844-884-1855	
PCP Name: first/last name PolyClinic		Dental Inquiries: 888-850-8526	
		Vision/Hearing Inquiries: 888-850-8526	
		24/7 Nurseline: 855-339-8123	
		Medical Authorizations: 855-339-8123	
		Dental Provider Service: 855-612-7477	
		Pharmacist Call: 866-693-4620	

MA dental utilization review guidelines


- Review our [MA dental utilization review](#) guidelines prior to delivering dental services to our members.
- The guidelines will help explain the criteria we use to adjudicate pre-treatment estimates, post review request, and/or claims.
- You can find the guidelines on our [MA dental landing page](#).

Submitting dental claims for out-of-network providers

If you provide dental services to a MA member, but you're not in our Medicare Advantage dental network you have three ways to submit your claims to receive payment:

1. **Submit claims electronically.** For more information on how to send an electronic claim visit www.premera.com/wa/provider/electronic-transactions/.
2. **Mail paper claims.** Include the member ID number including the ZNP prefix and send to:
Premera Blue Cross
PO Box 91059
Seattle, WA 98111-9159
3. **Collect payment** from your patient and provide them with a completed ADA claim form or itemized statement. Then ask them to submit their claim for reimbursement by filling out the MA dental reimbursement form. Your patient can find the form on the [Medicare Advantage member website](#).

Sample Explanation of Payment (EOP)



Premera Blue Cross
Claim Processing Center
115 S. Union St., Ste 300
Alexandria, VA 22314

Yes, this address in Virginia is correct

DOCUMENT ID: [REDACTED]
DENTIST: [REDACTED]
TAX ID: [REDACTED]
CHECK DATE: 03/22/2016
CHECK NUMBER: [REDACTED]
CHECK AMOUNT: \$55.00

EXPLANATION OF PAYMENT

CLAIM INFORMATION

Member: [REDACTED]
Member ID: [REDACTED]
Dentist: Dr. [REDACTED]

Subscriber: [REDACTED]
Claim No.: [REDACTED]

Service Date	ADA Code	Description of Services	Tooth	Dentist's Charge	Allowed Amount	Ineligible Amount	Deductible	Other Insurance	% Covered	Copay/ Coinsurance	Patient Pays	Plan Pays	Remark Code
03/11/2016	D0220	Periapical-1st radiographic image	1	[REDACTED]	[REDACTED]	[REDACTED]	\$0.00	\$0.00	100%	\$0.00	[REDACTED]	[REDACTED]	
03/11/2016	D4910	Periodontal maintenance		[REDACTED]	[REDACTED]	[REDACTED]	\$0.00	\$0.00	0%	\$0.00	[REDACTED]	[REDACTED]	56
03/11/2016	D0120	Periodic oral evaluation - established pt		[REDACTED]	[REDACTED]	[REDACTED]	\$0.00	\$0.00	100%	\$0.00	[REDACTED]	[REDACTED]	
REMARKS: 56		This is not a covered service under the member's plan.											
TOTAL				\$299.00	\$55.00	\$244.00	\$0.00	\$0.00		\$0.00	\$203.00	\$55.00	

Resources

For more information:

- Review our [MA dental enhanced benefit document](#) for details about what's covered.
- Check our [MA utilization review document](#) prior to delivering dental services. **Predetermination reviews are standard protocol.**
- Visit our [MA dental landing page](#) where you can find both documents above as well as more resources.
- [Sign up for Provider News](#) to receive current information about our Medicare Advantage plans.



Pharmacy

Pharmacy

- If you prescribe Part D drugs, the Medicare Advantage list of covered drugs can be found [online](#).
- Some drugs covered by Premera commercial plans may be non-formulary for the Medicare Advantage plans.
- If you have questions about the Premera MA formulary, please call **Customer Service at 888-850-8526**.

Pharmacy

- You can locate preferred MA network pharmacies on our [website](#) or by calling Customer Service 888-850-8526.
- You can find the prescription drug prior authorization form on our [Medicare Advantage medical website's forms page](#).

Website Online Tools



OneHealthPort log in page

Select Medicare Advantage from OneHealthPort single sign-on page



Medicare Advantage single sign-on page



[SSO Home](#) [Login](#) [Register](#) [Manage Account](#) [Support](#) [FAQs](#) [About](#)

Premera Blue Cross Medicare Advantage

Medical

Dental

Support Phone Number
888.850.8526

Support Hours
Mon-Fri, 8:00 a.m. to 5:00 p.m.

Site URL
[Premera Medicare Advantage](#)



Medicare Advantage dental landing page

Premera.com/wa/provider/medicare-advantage/dental

Providers ▾

Providers

For Providers

Individual Plans

Medicare Advantage

Medical

Dental

Tools


Utilization Review

Library

Pharmacy

Provider Home

Notice: View the latest information on benefit date changes and vaccine information. [View our COVID-19 FAQ for details.](#)



Prior authorization

- Use our code check tool
- Submit prior authorizations
- Review our code lists

[Explore resources and tools](#)

Current location: WA ▾

Quick links

[Medical policies](#)

[Payment policies](#)

[Update my info \(.pdf\)](#)

[Behavioral health](#)

[BlueCard® resources](#)

[OneHealthPort](#)

[Contact us](#)

Get the latest news

Dental landing page

Premera.com/wa/provider/medicare-advantage/dental

Providers ▾

Providers

For Providers

Medicare Advantage

Medical

Dental

Tools

Utilization Review

Library

Pharmacy

Current location: WA ▾

Resources

Check out the latest [CMS updates and provider news](#)

To learn more about participating with Premera while caring for your Medicare Advantage patients, view our [Provider Reference Manual \(.pdf\)](#)

View sample ID cards, learn about plans, new networks, and copays with our [ID Card Guide \(.pdf\)](#).

Information for Premera Medicare Advantage Dental Providers

Premera Medicare Advantage plans cover members who live in King, Snohomish, Pierce, Spokane, and Thurston counties.

Those on the zero-premium plan can add preventive dental for an additional monthly charge.

The added benefit covers the following preventive services:

- Routine oral exams (twice yearly)
- Cleanings (twice yearly)
- Fluoride treatments (annually)
- Bitewing and periapical x-rays (one set annually)
- Panoramic or complete series x-rays (one set every 5 years)

Secure dental tools and resources for providers

Verify eligibility and benefits, check claim status and manage your patient's care.

Sign in to dental tools and resources

If you have questions about Premera Medicare Advantage Dental, you can [contact us](#).

Dental secure landing page

Premera.com/wa/provider/medicare-advantage/dental

The screenshot shows the Premera Blue Cross Medicare Advantage dental secure landing page. On the left is a teal sidebar with a list of navigation links: 'Welcome', 'Eligibility & Benefits Search', 'Claim Search', 'EOP Search', 'Provider Directory', 'Contact Us', and 'Technical Support'. The 'Eligibility & Benefits Search' link is highlighted with a red rounded rectangle. A blue line extends from this link to a blue callout box on the right. The main content area features the Premera Blue Cross logo at the top. Below the logo, a paragraph states: 'Premera Blue Cross Medicare Advantage plans cover members who live in Cowlitz Island, King, Kitsap, Lewis, Pierce, Snohomish, Thurston, and Walla Walla and Whatcom counties. Everything you need to administer our Medicare Advantage dental plans is right here. Your 24/7 secure online access includes:'. This is followed by a bulleted list: '• Member benefit and eligibility information', '• Treatment History', and '• Claims status and payment history'. Below the list, it says 'Call 855.612.7477 if you have questions about member eligibility and claims.' and 'For more information view our Medicare Advantage Dental Reference Manual'. A blue callout box points to the 'Medicare Advantage Dental Reference Manual' link. Another blue callout box points to the 'Eligibility & Benefits Search' link, containing the text: 'Verify eligibility and benefits, check claims, generate an explanation of payment and more!'.

Eligibility & Benefits Search

Verify eligibility and benefits, check claims, generate an explanation of payment and more!

Premera Blue Cross Medicare Advantage plans cover members who live in Cowlitz Island, King, Kitsap, Lewis, Pierce, Snohomish, Thurston, and Walla Walla and Whatcom counties. Everything you need to administer our Medicare Advantage dental plans is right here. Your 24/7 secure online access includes:

- Member benefit and eligibility information
- Treatment History
- Claims status and payment history

Call 855.612.7477 if you have questions about member eligibility and claims.

For more information view our Medicare Advantage Dental Reference Manual

Medicare Advantage reference manual.

Verify eligibility and benefits

Search by member ID
or last name and date
of birth.

Welcome

Eligibility &
Benefits Search

Claim Search

EOP Search

Benefit Confirmation

Provider Directory

Contact Us

Technical Support



Eligibility and Benefits Search

Member ID

OR

Last Name

&

Date of Birth (MM/DD/YYYY)

Search

Reset

Search Results

* Dental Record # is an alternate number we can use to identify a member

Dental Record #	Full Name	Gender	Date of Birth (MM/DD/YYYY)	Plan Type	Plan Name	Plan Effective Date (MM/DD/YYYY)	Terminate Date (MM/DD/YYYY)
				DFFS	PBC Dental Bank \$200	01/01/2021	01/01/2022
				DFFS	PREMERA Med Ad15/75	01/01/2022	

1 - 2 of 2

When the member appears, select
the plan name document with
current effective date to view their
benefits.

Find a claim

Welcome

Eligibility & Benefits Search

Claim Search

EOP Search

Benefit Confirmation

Provider Directory

Contact Us

Technical Support

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Claim Search

Member ID

OR

Last Name

Filter by Facility

All

Filter by Claim Status

All

Search

Reset

Search Results

Claim #

Full Name

Date of Birth (MM/DD/YYYY)

Type

Status

Dentist

Service Date (MM/DD/YYYY)

Paid Date (MM/DD/YYYY)

Check #

EOP ID

Processed

09/22/2021

09/22/2021

2743378

2890733

Processed

11/03/2020

11/05/2020

2743378

2890733

Search by member ID or last name and date of birth. You can also search by facility and claim status.

Here are your search results. Click on EOP ID to see information about claim payment.

Create an Explanation of Payment (EOP)

Welcome

Eligibility & Benefits Search

Claim Search


EOP Search

Provider Directory

Contact Us

Technical Support

Enter date of service, to review payments. You can also search by facility and claim number.

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EOP Search

Facility

From DOS (MM/DD/YYYY)

To DOS (MM/DD/YYYY)

(OR)

Claim #

(OR)

Check #

7

03/03/2021

03/03/2022

Search

Reset

Search Results

EOP ID	Check #	Payee	Amount	Check Date (MM/DD/YYYY)
				02/22/2022
				02/18/2022
				02/15/2022
				02/11/2022
				02/04/2022
				01/21/2022
				01/07/2022
				12/17/2021

Here are where your search results will display. Click on a record to generate the EOP.

Provider directory



English

- Welcome
- Eligibility & Benefits Search
- Claim Search
- EOP Search
- Benefit Confirmation
- Provider Directory**
- Contact Us
- Technical Support

IMPORTANT NOTE

Coronavirus & COVID-19: Get benefit, care, and vaccination details.

Network: Medicare Advantage

Good Morning!

Browse or search to find the care you need.

Browse by Category

Find results using these care categories

Primary Care

Health care professional who practice general medicine. PCPs are the first stop for medical...

Mental & Behavioral Health

Mental health and substance use therapists and providers

Urgent Care & Other Facilities

Facilities where patients receive emergency, short-term, and long-term medical care.

Medical Specialties

Specialties that prevent and treat illnesses and diseases.

Dental Care

Providers who specialize in routine care for mouth, teeth, and jaw.

Other Services

Alternative medicine, labs, diagnostic tests, and medical equipment.

When you click on the Provider Directory link, a new window will appear. You can search for a dentist or clinic by name or by clicking on the 'Dental Care' tile.

Helpful Links

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Contact us

The screenshot shows the Blue Cross website's Medicare Advantage section. On the left is a teal sidebar with navigation links: Welcome, Eligibility & Benefits Search, Claim Search, EOP Search, Benefit Confirmation, Provider Directory, **Contact Us** (highlighted with a red box), and Technical Support. The main content area has a header with 'BLUE CROSS' and 'Providers -'. Below this is a 'Providers' sub-menu with options: For Providers, Individual Plans, Medicare Advantage (selected), Medical, Dental, Tools, Utilization Review, Library, and Pharmacy. The main heading is 'Contact Information for Medicare Advantage Dental'. It lists two customer service lines: one for general inquiries (855-612-7477) and another for 24/7 assistance (888-850-8526). Each line has a bulleted list of services. A blue callout box on the right contains the text: 'Medicare Advantage has its own dedicated Customer Service line. When you click on the Contact Us link, a new window will appear with all the information you need.'

BLUE CROSS

Providers -

Current location: WA

Contact Information for Medicare Advantage Dental

Call Customer Service weekdays, 8 a.m. to 5 p.m. at 855-612-7477 for help with:

- General information
- Member benefits verification
- Member eligibility confirmation
- Prior authorizations
- Claims payment
- Claims history
- Payment voucher or remittance assistance
- Dental payment policies

You can call us 7 days a week, 8 a.m. to 8 p.m. at 888-850-8526 for help with:

- Member ID cards
- Claims for dental accidents only (covered under medical benefits)
- Appeals
- Pharmacy policy questions
- Provider network status confirmation
- Drug lists questions
- Part D prescription prior authorizations and exceptions requests

Call Physician and Provider Relations weekdays, 8 a.m. - 5 p.m. at 877-342-2222 for help with:

- Billing, practice or remittance address changes
- Practice location additions
- Tax identification number updates
- Adding/deleting a provider at your office
- Provider network status
- Application and contract requests
- Contract status verification
- Copies of past communications
- Fee schedule requests

Technical issues

For technical issues related to the Medicare Advantage homepage, Find A Doctor, and forms, call **800-722-9780**.

For technical issues related to Medicare Advantage secure pages and online tools (accessed via onehealthport.com), call **800-973-4797**.

Medicare Advantage has its own dedicated Customer Service line. When you click on the Contact Us link, a new window will appear with all the information you need.

Technical support

If you're having technical difficulties, we're here to help! You can send us a message or call us at the number below.



Technical Support

Describe your issue here and we'll contact you as soon as possible or give us a call at 855.612.7477.

Please enter your message:

Submit

Reset

Welcome

Eligibility &
Benefits Search

Claim Search

EOP Search

Benefit Confirmation

Provider Directory

Contact Us

Technical Support