

## QUICK REFERENCE GUIDE

Quarterly Provider Audits															
<ul style="list-style-type: none"> <li>➤ Audits are conducted quarterly to ensure the accuracy of provider/practice data for the online provider directory and to help eliminate delays in claim processing.</li> <li>➤ Providers will receive an email notification with instructions on how to verify their data is correct on our website.</li> </ul>															
NCQA Credentialing and Re-credentialing Standards															
USABLE Life follows NCQA Credentialing Standards for all new applicants and existing providers. <ul style="list-style-type: none"> <li>➤ Initial Credentialing for new applicants: Allow 60-90 days for processing.</li> <li>➤ <b>Re-credentialing is required every 36 months to meet the required NCQA standards.</b></li> </ul>															
Website	Provider Portal: Tools/Resources														
<p>Please visit our website at <a href="http://www.arkansasbluecross.com">www.arkansasbluecross.com</a></p> <ul style="list-style-type: none"> <li>➤ <b>Provider Resource Center</b> <ul style="list-style-type: none"> <li>• Provider manual</li> <li>• CDT Code manual</li> <li>• Medicare Advantage</li> <li>• Claims and benefit information</li> <li>• Provider application</li> <li>• My Dental Coverage</li> <li>• Provider details</li> <li>• Dental Bulletin</li> <li>• Fee schedules</li> </ul> </li> </ul>	Eligibility, Benefits and Claim Status <ul style="list-style-type: none"> <li>➤ <b>Arkansas Blue Cross Blue Shield Plans (ABCBS)</b> <ul style="list-style-type: none"> <li>• My Dental Coverage/My Patient's Benefits <a href="http://www.MyDentalCoverage.com">www.MyDentalCoverage.com</a></li> </ul> </li> <li>➤ <b>FEP Dental and the GRID (FEDVIP)</b> <a href="http://www.fepbluedental.com">www.fepbluedental.com</a></li> <li>➤ <b>Federal Employee Plans</b> <a href="http://www.fepblue.org">www.fepblue.org</a></li> </ul>														
Dental Xtra	Customer Service Phone Numbers														
Enhanced Dental Benefits program information <ul style="list-style-type: none"> <li>➤ <b>Dental Xtra</b> – A program that provides at-risk members with additional dental benefits at no additional cost.               <ul style="list-style-type: none"> <li>• <b>Qualifying conditions:</b> diabetes, stroke, coronary artery disease, Sjogren's syndrome, oral cancer, head and neck cancers or pregnancy.</li> <li>• <b>Benefits:</b> Do not count toward annual max. No deductible, co-payment or coinsurance is required.</li> <li>• <b>Auto-Enrolled:</b> Arkansas Blue Cross plans with qualifying condition other than pregnancy are auto-enrolled.</li> <li>• <b>Self-Enroll:</b> <a href="https://www.arkansasbluecross.com/members/dental-xtra/enroll">https://www.arkansasbluecross.com/members/dental-xtra/enroll</a></li> </ul> </li> </ul> <p><b>To confirm if your patient is enrolled in the program, call Customer Service at 1-888-223-4999 or verify on My Dental Coverage.</b></p> <p>Dental Provider Relations: Stephanie Merritt Phone 501-859-0891 Fax 501-208-8302</p> <p>For medical dental issues—which include medical dental oral surgery, accidents, TMJ, transplant patients, heart valve surgery patients, other medical conditions that require dental treatments, and Federal (FEP)—contact your local medical rep.</p>	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="padding: 5px;">Claims Administrator</td> <td style="text-align: right; padding: 5px;">888-224-5213</td> </tr> <tr> <td style="padding: 5px;">Federal Employee Program (FEP)</td> <td style="text-align: right; padding: 5px;">800-482-6655</td> </tr> <tr> <td style="padding: 5px;">FEP BlueDental</td> <td style="text-align: right; padding: 5px;">855-504-2583</td> </tr> <tr> <td style="padding: 5px;">Electronic Claims/Electronic Funds Transfer (EFT)</td> <td style="text-align: right; padding: 5px;">800-633-5430</td> </tr> <tr> <td style="padding: 5px;">GRID Member Plans</td> <td style="text-align: right; padding: 5px;">Contact the phone number on the Member's ID Card</td> </tr> <tr> <td style="padding: 5px;">Availity</td> <td style="text-align: right; padding: 5px;">800-282-4548</td> </tr> <tr> <td style="padding: 5px;">EDI</td> <td style="text-align: right; padding: 5px;">501-378-2336</td> </tr> </table>	Claims Administrator	888-224-5213	Federal Employee Program (FEP)	800-482-6655	FEP BlueDental	855-504-2583	Electronic Claims/Electronic Funds Transfer (EFT)	800-633-5430	GRID Member Plans	Contact the phone number on the Member's ID Card	Availity	800-282-4548	EDI	501-378-2336
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	Direct claim questions and issues to the phone number on the back of the member's ID card or on the EOB. If customer service is unable to help, email us at <a href="mailto:dentalproviderrelations@usablelife.com">dentalproviderrelations@usablelife.com</a> with the reference number, claim, EOB, provider's NPI and any additional information that would help us identify the problem and provide a solution.														