

Claims Submissions and Other Payor Policies

CLAIMS SUBMISSIONS AND INQUIRES

The Network does not administer dental benefit plans; we only provide credentialed dentists as a means for clients to offer access to discounted dental fees for their members.

Submission of claims and any required supporting documentation is made to the dental benefits administrator. The dental benefits administrator contact information is supplied to you by your patient, typically on an ID card. Your office is responsible for verifying information with the benefit administrator for all eligibility, benefits and claims guidelines.

All payments are made to participating network dentists by the patient's insurance company or benefit administrator.

TIPS FOR SUCCESSFUL CLAIM SUBMISSION

- Use electronic claim submission or the most current ADA-approved claim form.
- Use only ADA CDT codes.
- Be sure to include the date of service or leave blank if it is a pre-estimate.
- Include tooth number or arch/region for each procedure as required.
- Attach x-rays, charting, photos or a narrative, as required by the insurance plan.
- Always submit your USUAL fee; do not include a discount.

VERY IMPORTANT FOR ALL CLAIMS

Submit complete and accurate claims information using your office fees to the payor of services as indicated on the patient's ID card. Our payor clients adjudicate and pay claims according to the Network fee schedule and terms of the Participating Dentist Agreement. Submitting discounted fees may result in lower compensation.

ADJUDICATION OF CLAIMS AND ADMINISTRATIVE POLICIES

The Network client groups, claims administrators and/or insurance companies, apply their unique rules of adjudication based on their internal policies, including administrative, utilization review, quality assessment, in and out of network referrals and data reporting policies, requirements of a particular employer group, as well as state and Federal regulations.

Any inquiries regarding claims that have been processed or to be submitted or questions on these policies should be addressed first with the benefit administrator or insurance company. If there are outstanding issues regarding your inquiry, our Network Professionals will work as your advocate with our clients. Please call us at 1.800.505.8880 option 2, email us at connection.dentalweb@geha.com or mail to us at PO Box 6707 Lee's Summit MO 64064. Be sure to have your claim or EOB available to share with us so that we can provide you with the most efficient service.