

# UPMC Dental *Advantage*

## Highlights of UPMC Dental *Advantage*

- Online access to submit claims and pre-determinations and to review member eligibility, plan designs, claims status, and payments.
- Weekly check runs with the ability to receive electronic funds transfer (EFT) payments and 835 electronic remittance advices (ERA).
- Network managers who will work directly with our dental community to assist with operational and billing questions, benefit designs, and claim resolution.
- Dedicated and responsive dental Provider Services representatives available for your needs Monday through Friday from 8 a.m. to 5 p.m.

## Questions and Answers

### **Can I submit claims electronically? How is that process established?**

UPMC Dental *Advantage* accepts claims submitted in a compliant 837D format. Testing between the submitter (dental office or billing office) and the UPMC Dental *Advantage* EDI team must occur before transactions will be accepted for processing. To initiate a request for testing, please e-mail [hpeditify@upmc.edu](mailto:hpeditify@upmc.edu).

### **Can I submit a claim on any type of claim form?**

UPMC Dental *Advantage* only accepts paper claims on the standard ADA dental claim form.

### **How much does UPMC Dental *Advantage* charge for me to send claims electronically?**

There is no charge to submit your claims electronically. However, if you use a clearinghouse, they may charge a per-claim fee to utilize their submission services.

### **How will I know that UPMC Dental *Advantage* has received my electronic claims?**

You will receive an e-mail confirmation for every electronic transmission received. However, the transmission could be rejected if the data is not clean.

### **Will I be required to have a National Provider Identifier (NPI)?**

Yes. In order to submit electronic transactions, you are required to have and use an NPI. You are also strongly encouraged to obtain an NPI if you submit claims via paper, although it is not required.

### **I'm already a participating dental provider with UPMC Health Plan. Why do I need to reapply for participation?**

You may have agreed to participate with the UPMC *for You* Medicaid Dental Network through Avesis or formerly through Doral Dental. These arrangements pertain only to UPMC Health Plan's government programs for Medical Assistance and CHIP. This invitation to participate in the UPMC Dental *Advantage* Network pertains to a separate dental network for our commercial members. In order to participate in the UPMC Dental *Advantage* Network, you will need to approve the contract with UPMC Health Plan.