

# Dental Claim Changes

**PrimeWest Health is excited to announce upcoming changes for processing our dental claims.**

Beginning January 1, 2012, dental claims will be processed at PrimeWest Health. Currently, dental claims processing is handled by our third party administrator, Midwest Dental Benefits (MDB). We are working diligently to ensure this change will be as seamless as possible for our providers.

When dental claims processing begins at PrimeWest Health, each claim's date of service (DOS) will determine where it is processed. Claims with a DOS through December 31, 2011, will continue to be processed at MDB, and the submission process will remain the same. Claims with a DOS on or after January 1, 2012, will be processed at PrimeWest Health.

Watch for additional information about our upcoming

 **Dental Lunch & Learn Thursday, December 8, 2011** 

For the most current information about the transition, please visit our Provider Updates web page:

1. Go to [www.primewest.org/providers](http://www.primewest.org/providers)
2. Click on *Provider Updates*

Don't have time to keep checking our website? Sign up for our **email notifications!**

1. Visit our Provider Updates page
2. Click *Subscribe Now*



Signing up now will ensure you don't miss any important dental updates from PrimeWest Health!

PrimeWest Health is excited about these changes, and we look forward to serving our dental providers even more efficiently in 2012! If you have questions or concerns, please call our Provider Contact Center at **1-866-431-0802** (toll free).

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# Questions and Answers

## Who will I call for claims issues/questions?

Effective January 1, 2012, call the PrimeWest Health Provider Contact Center at **1-866-431-0802** (toll free) for all claims processing questions.

## Is the Appeal process changing?

The Appeal process is **not** changing, and we will continue to use the same *Provider Appeal Form*, located at [www.primewest.org/providers](http://www.primewest.org/providers). Click on *Forms* in the upper left corner and enter "Provider Appeal" in the "Search" box. Fax the form to the number listed.

## Is the Service Authorization process changing?

No, the Service Authorization process will stay the same. Please continue to send your Service Authorization requests to the following address:

Attn: Care Coordination  
PrimeWest Health  
2209 Jefferson St, Ste 101  
Alexandria, MN 56308

You can also submit your Service Authorization requests via secure email. To do so, please send an email to [dental@primewest.org](mailto:dental@primewest.org) indicating that you would like to be able to send secure emails. We will reply with an email invitation to our secure email system. You can then begin sending your Service Authorization requests attached to a secure email to [dental@primewest.org](mailto:dental@primewest.org).

For questions regarding Service Authorization requirements and status, continue to call our Provider Contact Center at **1-866-431-0802** (toll free).

## How will I submit my claims?

- If you are currently submitting **electronic** claims:
  - Please watch for additional information in the near future.
  - A separate update with appropriate billing instructions will be sent out shortly.
- If you are currently submitting **paper** claims:
  - For DOS through **December 31, 2011**:  
Continue to submit claims to PrimeWest Health at the current address:  
PrimeWest Health  
1335 Industrial Blvd, Ste 150  
Minneapolis, MN 55413-4800
  - For DOS **on or after January 1, 2012**:  
Submit paper claims to PrimeWest Health at the new address:  
PrimeWest Health  
2209 Jefferson St, Ste 101  
Alexandria, MN 56308

PrimeWest Health strongly encourages providers to submit claims electronically in order to be in compliance with Minnesota's E3 Initiative of July 2009 and HIPAA 5010. PrimeWest Health will be sending additional information in the near future to help you get started submitting electronic claims.

## How will I check my claim status?

PrimeWest Health offers a web portal that allows you to do the following:

- Check claim status
- Verify member eligibility
- View remittances
- Send a secure email to the Provider Contact Center

To register, go to [www.primewest.org/providers](http://www.primewest.org/providers) and click on *Provider Web Portal>Request access>Web Portal Registration Form*.



## Provider Services

1-866-431-0802

2209 Jefferson St, Ste 101  
Alexandria, MN 56308

1-320-335-5285 (Fax)  
[www.primewest.org](http://www.primewest.org)

