

As a reminder, 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.

Below are some key points to be aware of when submitting claims after January 1, 2012.

Submitting Claims

If you are currently submitting **electronic** claims, changes to your current process are not required. PrimeWest Health has taken the necessary steps to help ensure a smooth transition with your current clearinghouse provider.

If your facility currently submits **paper** claims, PrimeWest Health strongly encourages you to submit claims electronically in order to be in compliance with Minnesota's E3 Initiative of July 2009 and HIPAA 5010 standards. PrimeWest Health supports the E3 initiative, which is a set of electronic data interchange (EDI) requirements designed to fulfill the requirements of MN Stat. sec 62J.536. Starting with submission dates on or after July 15, 2009, all professional claims must be submitted electronically in order to comply with the Statute.

PrimeWest Health can help you set up electronic claims! Submitting electronic claims is the fastest and most efficient way for providers to bill and be reimbursed for their services. At right are two options available at no cost to dental providers. Call the Provider Contact Center at **1-866-431-0802** (toll free) for help getting started. PrimeWest Health will demonstrate electronic claim submission at the dental Lunch & Learn on December 8.

- **Office Ally**
Office Ally is an online claims submission tool available to PrimeWest Health providers. Simply go to **www.officeally.com** and click *Enroll Now* to complete the enrollment form. You can call Office Ally directly at **1-866-575-4120** (toll free) with any questions you may have related to enrollment or claim submission.
- **Electronic Dental Services (EDS)**
EDS has a desktop application available for claims submission. To register for EDS, complete the following steps:
 1. Go to **www.edsed.com/promocodeform.aspx**
 2. Enter the Promo Code "eds"
 3. Print out the form, complete it, and fax it to the number indicated on the form

If you are currently submitting paper claims and cannot meet the EDI requirements, please note the following:

- For DOS through **December 31, 2011:**
Continue to submit paper 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:
ATTN: DENTAL CLAIMS
PrimeWest Health
2209 Jefferson St, Ste 101
Alexandria, MN 56308



Required Identifying Information on Claims

When submitting claims to PrimeWest Health, whether paper or electronic, all claims **must** include the following:

- Tax ID of the billing provider
- National Provider Identifier (NPI) of the billing and rendering providers
- Proper identifying information indicating mouth location, tooth surfaces, etc.

If this information is not included, your claim will not be accepted and will be sent back to you.

Diagnosis Requirements on Claims

When submitting 837D claims for oral and maxillofacial surgeons, claims must include the appropriate ICD-9-CM diagnosis code(s). A diagnosis code(s) is also required when submitting anesthesia Current Dental Terminology (CDT) codes.

835 Electronic Remittance Advices

The E3 initiative requires payers to send 835 transactions electronically. Paper remittances are currently available, but electronic remittance advices are the fastest, most efficient way to receive your remittances! To begin receiving electronic remittance advices, complete the following steps:

1. Go to **www.primewest.org/providers**
2. Click on *Forms* in the upper left corner of the screen
3. Type "835" in the Search box
4. Complete the form and fax it to the number listed on the form in order to complete set up

Email Notifications

If you haven't already, don't forget to sign up for email notifications!

1. Click on *Provider Updates* at **www.primewest.org**.
2. Click *Subscribe Now*.

Signing up now will ensure you don't miss any important dental updates posted on our website!

Lunch & Learn

Please join us on December 8, 2011. See the enclosed flyer for details about this educational session.



Provider Services

1-866-431-0802

2209 Jefferson St, Ste 101
Alexandria, MN 56308

1-320-335-5285 (Fax)
www.primewest.org

