



Claims

Claim submission

Providers can submit claims to PrimeWest Health electronically via the following options:

- Electronic Dental Services (EDS). To register, call EDS at 1-800-482-3518 (toll free).
- Office Ally. To register for Office Ally, complete the following steps:
 - Go to www.officeally.com
 - Click *Start Today*
 - Follow prompts to enroll
 - A representative will call and walk you through all Office Ally has to offer

Information required on all claims

Always code to the highest level of specificity. Claims without the following information will be returned to the provider without being processed:

- Tax ID of billing provider
- National Provider Identifier (NPI) of billing and rendering providers
- NPI of referring or supervising dentist/physician when appropriate
- When submitting 837P (Professional) claims, diagnosis codes are required for oral and maxillofacial services (OMS) and anesthesiology services (Current Dental Terminology [CDT] codes D7000 – D7999 [OMS]; D9210 – D9248 [anesthesiology])

Area of oral cavity (AOC), tooth number (TN), and tooth surface (TS)

If service is performed in the mouth and the CDT code does not include the AOC in its description, the AOC, TN, and/or TS must be submitted. Examples:

- D2140: Amalgam – one surface, primary or permanent. TN and TS are required.
- D5110: Complete denture – maxillary. AOC is optional.
- D7111: Extraction, coronal remnants – deciduous tooth. TN is required.
- D0120: Periodic oral evaluation – established patient. AOC is optional.

Electronic remittances

To receive electronic remittances, do the following:

- Go to www.primewest.org/eft-era
- Complete and submit both the [Electronic Funds Transfer \(EFT\) Authorization Agreement](#) and the [Electronic Remittance Advice \(ERA\) Authorization Agreement](#).

Continued on the next page



Provider web portal

To register for the provider web portal, do the following:

- Go to www.primewest.org/providerwebportal
- Click [Request access](#)
- Complete the [Web Portal Registration Form](#)

Once registered, users will have access to the following:

- Current member eligibility
- Claims and remittance data
- Benefit accumulator information
- Authorization status
- Recent news and announcements from PrimeWest Health

Registered users will also be able to send secure email to the Provider Contact Center.

Service Authorizations

Mail or email dental Service Authorization requests on American Dental Association (ADA) claim forms. **It is essential that you submit adequate case information and appropriate diagnostic materials when you request a Service Authorization.** Please do not submit dental Service Authorization requests electronically through your claims clearinghouse. For details regarding PrimeWest Health Service Authorization requirements and the required documentation, please see the [Dental](#) section of the PrimeWest Health *Provider Manual*. To access the manual, go to www.primewest.org/provider-manual.

Mail Service Authorization requests to:

Attn: Dental Services Coordination

PrimeWest Health

3905 Dakota St

Alexandria, MN 56308

Email Service Authorization requests to dental@primewest.org

if you have the capability to email digital X-rays.

Email requests must be sent by secure email. To use PrimeWest Health's secure email server, please send an email (do not include protected health information [PHI]) to dental@primewest.org. We will respond with a secure email that will allow you to set up an account with a username and password.

Covered Services

Options for determining member dental coverage:

- [PrimeWest Health's Dental Covered Services Chart](#) details which dental services are covered. This chart is available on our website. This chart is available in the [Dental](#) section of the PrimeWest Health *Provider Manual*.
- The [Dental](#) section of the PrimeWest Health *Provider Manual* includes covered services, Service Authorization requirements, and general dental program information and guidelines.
- [PrimeWest Health's provider web portal](#) provides a web-based tool to verify eligibility, check claims status, view authorization status, print remittance advices, and send secure emails to our Provider Contact Center.

Provider Updates

Sign up to receive dental-specific Provider Updates via email. All benefit changes, Service Authorization criteria, and guideline changes, as well as claim processing-related updates are sent by email blast. Sign up on our website at www.primewest.org/provider-updates. Click [Subscribe Now](#).

Questions

For questions about Service Authorizations, contact PrimeWest Health Utilization Management at **1-866-431-0803** (toll free) or dental@primewest.org.

For questions about benefits, claims, or eligibility, call the PrimeWest Health Provider Contact Center at **1-866-431-0802** (toll free).