Claims

Claim submission

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

- Electronic Dental Services (EDS). To register for EDS, complete the following steps:
  - Go to www.edsedi.com/Home/PromoCode
  - Enter the Promo Code “MNDA6FREE”
  - Use Payer ID # LX049
  - Print out the form, complete it, and fax it back to the number indicated on the form
- Office Ally. To register for Office Ally, complete the following steps:
  - Go to www.officeally.com
  - Click Enroll 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
Provider web portal
To register for the provider web portal, do the following:
- Go to www.primewest.org/providerwebportal
- Click on 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 for children through age 20 and pregnant adults and non-pregnant adults age 21 and over. 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 also 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 on 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).