

PROVIDER QUICK POINTS

PROVIDER INFORMATION



December 22, 2021

Update: Federal Employee Program Plans Migration of Dental Coverage to United Concordia Dental

Updating Provider Quick Point QP92-21 because the effective date for contacting customer service changed from December 15, 2021 to January 1, 2022. All other information remains the same.

Effective January 1, 2022, United Concordia will begin administering claims and providing customer service for non-medical related dental services for Blue Cross and Blue Shield of Minnesota's Federal Employee Program (FEP) business. Medical dental related services (i.e., TMJ, cleft lip/palate, oral surgery, etc.) will still be managed by the member's health plan. Your existing network participation status allows you to continue treatment of these members as a network dentist.

Beginning January 1, 2022, please ensure non-medical related dental service claims for your Blue Cross and Blue Shield of Minnesota (Blue Cross) FEP patients are submitted to United Concordia via the following:

Electronic Claim Submission:

Please use your United Concordia Payer ID for electronic claim submissions.

While we strongly encourage the use of electronic claim submission, if needed, paper claims can be mailed to:

Dental Claims Administrator

PO Box 69401

Harrisburg, PA 17106-9401

ID cards and 'R' ID numbers will remain the same for Blue Cross FEP members.

Please be sure to refer to *MyPatients'Benefits* on the Dentist portal of the website at [UnitedConcordia.com](https://www.unitedconcordia.com) to confirm all patient benefit information, including eligibility, claims status, service history, maximum/deductible, etc.

Effective January 1, 2022 and after, if you have questions, please contact customer service at **(800) 859-2128**, Monday-Friday from 8:30 a.m. – 6:00 p.m. EST.

