

DENTAL CLAIMS SUBMISSION

Quick Reference Guide



FEP DentalSM

bcbsfedental.com

Submitting claims made easy

Whenever you receive dental care overseas or out of network, you need to submit a claim in order to receive coverage. Our secure member portal lets you submit claims online, so it's faster and easier than ever before.



How to submit your claims online

- 1 Download and fill out the claim form at bcbsfedental.com/claimform.
- 2 Log in to the secure member portal at bcbsfedental.com.
- 3 Head to the My Documents tab, click Submit a Claim and select the claim form you saved. Make sure you only submit **one** claim form at a time and any supporting documents.
- 4 If another insurance provider already processed a claim for the same services, attach the Explanation of Benefits (EOB) from that insurance provider using the same process.
- 5 Lastly, attach a copy of any receipts received from the dentist's office showing what you have paid for these services.
- 6 Click submit. Please allow up to 14 business days for your claim to be entered into the system. Once in the system, the claim will appear in the My Documents tab in the portal.*



For more information, please call Customer Service at **1-855-504-BLUE (2583)** (TTY: 711) 8 a.m. – 8 p.m. ET Monday – Friday.

How we pay for services once we receive your claim

How we pay your claims depends on the provider you choose.



In-network dentist

If you visit an in-network dentist, we send our payment for your services directly to the provider.

Out-of-network dentist

If you visit an out-of-network dentist, we will send your claims payment directly to you. This means you would need to pay your dentist for the full cost of your service, and you'll receive a reimbursement check from us based on your coverage.



You can find an in-network dentist at bcbsfedental.com/findadentist or by downloading the BCBS FEP Dental app.



@bcbsfedental

**Please call customer service before resubmitting a claim to avoid duplication.*

Apple, the Apple logo, iPad and iPhone are trademarks of Apple Inc., registered in the U.S. and other countries. App Store is a service mark of Apple Inc., registered in the U.S. and other countries.

Google Play and the Google Play logo are trademarks of Google LLC.

This is a summary of the many features and benefits of BCBS FEP DentalSM. For a complete description, please view the benefit brochure.

The Blue Cross Blue Shield Association is an association of independent, locally operated Blue Cross and Blue Shield companies.

The Blue Cross[®] and Blue Shield[®] words and symbols and BCBS FEP DentalSM are all trademarks owned by Blue Cross Blue Shield Association.



FEPDENCS2021