

Quarterly Provider Audits

- Audits are conducted quarterly to ensure the accuracy of provider/practice data for the online provider directory and to help eliminate delays in claim processing.
- Providers will receive an email notification with instructions on how to verify their data is correct on the website.

NCQA Credentialing and Re-credentialing Standards

USAble Life follows NCQA Credentialing Standards for all new applicants and existing providers.

- Initial Credentialing for new applicants: Allow 60-90 days for processing.
- **Re-credentialing is done through Verifpoint and is required every 36 months to meet the required NCQA standards.**

Website	Provider Portal: Tools/Resources
<p>Please visit our website at arkansasbluecross.com</p> <ul style="list-style-type: none"> ▪ Provider Resource Center <ul style="list-style-type: none"> - Provider Manual - CDT Code Manual - Medicare Advantage - Claims and Benefit Information - Provider Application - My Dental Coverage - Provider Details - Dental Bulletin - Fee Schedules 	<p>Eligibility, Benefits and Claim Status</p> <ul style="list-style-type: none"> ▪ Arkansas Blue Cross Blue Shield Plans (ABCBS) <ul style="list-style-type: none"> - My Dental Coverage/My Patient's Benefits: MyDentalCoverage.com - FEP Dental and the GRID (FEDVIP): bcbsfedental.com - Federal Employee Plans: fepblue.org

Dental Xtra

Enhanced Dental Benefits program information

- **Dental Xtra** – A program that provides at-risk members with additional dental benefits at no additional cost.
 - **Qualifying conditions:** Diabetes, Stroke, Coronary Artery Disease, Sjogren's Syndrome, Oral Cancer, Head and Neck Cancers, Pregnancy, End Stage Renal Disease, Chronic Obstructive Pulmonary Disease, or Metabolic Syndrome
 - **Benefits:** Do not count toward annual max. No deductible, co-payment or coinsurance is required.
 - **Auto-Enrolled** – ABCBS plans with qualifying condition other than Pregnant are auto-enrolled.
 - **Self-Enroll** – arkansasbluecross.com/members/dental-xtra/enroll

To confirm if your patient is enrolled in the program, call Customer Service at 1-888-223-4999 or verify on My Dental Coverage.

Customer Service Phone Number

Claims Administrator (Includes Medicare Advantage)	888-224-5213
Federal Employee Program (FEP)	800-482-6655
Postal Service Health Benefits (PSHB) Program	855-493-3302
FEP Dental	855-504-2583
Electronic Claims	800-633-5430
ECHO Health for Electronic Funds Transfer (EFT)	800-886-5913
GRID Member Plans	Phone # on Member ID Card
Availity	800-282-4548
Availity Support (Escalated Calls. Must have ticket #)	855-822-2446
EDI	501-378-2336

Claims

Direct claim questions and issues to the phone number on the back of the Member's ID card or listed on the EOB. If customer service is unable to provide assistance, email us at dentalproviderrelations@usablelife.com with the reference number, claim, EOB, provider's NPI and any additional information that would help us identify the problem and provide a solution.

Medical Dental

Medical Dental Oral Surgery, Accidents, TMJ, Transplant Patients, Heart Valve Surgery Patients, Other Medical Conditions that Require Dental Treatments, Federal (FEP): Contact your local medical rep.