

# Out of Area Dental Network

## SUMMARY AND FAQ

### Overview

Premera Blue Cross has a national dental network to provide dental care at a preferred rate for Dental Choice members accessing services in and outside Washington and Alaska.

Our national network, featuring United Concordia Advantage Plus, offers Dental Choice members substantial in-network discounts, credentialed providers and no balance billing for covered services.

This seamless approach ensures that the Premera national dental network provides a broad network for our Dental Choice members to find the care they need within their communities. Here are some commonly asked questions Premera dental enrollees have when accessing dental services.

<b>Why did Premera select United Concordia Dental Advantage Plus?</b>	United Concordia Dental Advantage Plus has over 82,000 access points across the country (10,000 more than we had previously), which makes it easier for our members to find the care they need within their communities. The network is continually expanding.
<b>Are there separate ID Cards?</b>	No, members can use their Medical ID card.
<b>Out-of-area dental providers have asked members what United Concordia Network to use. What is the name of the network?</b>	Dental providers who participate in the United Concordia Advantage Plus network are in-network for Premera Choice dental plans.
<b>Do members on Select dental plans have OOA dental coverage?</b>	No. Select is limited to directly contracted dental providers within Washington state. The Select dental network is not available in Alaska.
<b>How do members locate a provider?</b>	This information is available through our Find a Doctor tool at <a href="http://www.premera.com">www.premera.com</a> . The online Find a Doctor Tool only includes those dental providers who are contracted. Members should not use the United Concordia website to locate a provider. Members can call customer service if they have questions about selecting a dental provider.



<p><b>How can a dental <u>provider</u> verify member benefits?</b></p>	<p>Providers can check eligibility and benefits through Premera.com or at <a href="http://www.Availity.com">www.Availity.com</a>. Availity is a nationally based, secure provider portal. This platform shares real-time data between many leading health plans.</p> <p>Premera.com is available in Washington and Alaska for verification of benefits and eligibility. Beginning October 18, 2021, Washington and Alaska providers will also have the choice to use Availity for verification once registered.</p> <p>For Premera members, dental providers can select Premera Dental as a Payer within Availity to verify benefits and eligibility. To determine whether a service is covered the provider can submit a predetermination claim directly to Premera through Availity to see how a claim will process before the service is done. For information not available on Availity, OOA providers can call Premera Customer Service.</p>
<p><b>How can <u>members</u> verify their dental benefits?</b></p>	<p>Members can use the secure member portal to learn about their benefits. <a href="#">Sign in</a>, select Benefits &amp; Coverage from the top menu, then select Benefit Details from the drop down. Select "dental" under plan type. Detailed benefit information can be found in the members Dental Benefit Booklet linked on the benefit details page.</p> <p>Members can also find out what services might require preapproval. Under Benefits &amp; Coverage, select Preapproval in the drop down. Search for the Dental Services section.</p>
<p><b>Are United Concordia Advantage Plus network providers in WA and AK too?</b></p>	<p>In Washington and Alaska, we utilize United Concordia Advantage Plus network providers as well as directly contracted practices to strengthen the breadth of our Choice dental network.</p>
<p><b>Do United Concordia Advantage Plus network providers bill Premera directly?</b></p>	<p>Yes, <b>dental</b> claims should be submitted directly to Premera. If submitting electronically the payer ID is 47570.</p> <p>United Concordia does not contract with dental providers for <b>medical</b> services, so an out-of-area United Concordia provider needs to submit those through their local plan.</p>