New dental claim requirements: Take action now to prevent rejections!

pages.azblue.com/Act-now-to-prevent-dental-claim-rejections---AUG-2021.html

We're updating the Blue Cross® Blue Shield® of Arizona (BCBSAZ) dental claim system and want to help you prevent future claim rejections. Please check to be sure you're consistently and correctly including billing and rendering NPI data on your claims as described below. Claims without this information will be rejected starting December 1, 2021. We ask that you share this article with your billing team so any necessary updates to your system can be made as soon as possible.

In This Issue

Mobilize AZ℠ offers helpful resources for providers and your patients

Billing as an individual dentist?

If the billing NPI and the treating dentist's NPI are the same because you bill as an individual dentist, be sure to indicate *individual* (1) on loop 2010AA rather than *entity* (2). In this scenario, you do *not* need to include the treating (rendering) provider's NPI on the claim. Our system will automatically populate that information based on the billing NPI.

Billing as a dental entity (group)?

Claims submitted by dental entities (group practices) must include both the billing provider's organizational NPI and the treating dentist's individual NPI. Our claim system will automatically check the billing NPI and the treating dentist NPI to be sure the combination matches the records we have on

file for a particular tax ID. Claim rejections will occur when NPI data is missing or we have no record of an individual NPI being associated with the billing (organizational) NPI and tax ID on the claim.

If you're not sure we have your current organizational NPI number(s) on file, you can use the Provider Information Change Form-Dental to send us that information. To avoid unnecessary claim rejections, it's important to let us know about any recent changes to your rendering providers so we can update our records accordingly.

Sample rejection message: *Claim (AZBlue) submitted billing NPI and/or rendering NPI with tax ID# combination not on file. Please refer to azblue.com to complete a Provider Information Change Form or correct claim for resubmission.*

Include these required data elements on dental claims

Below are some specific data elements we require for dental claims (837D/ADA-version 2019©).

Loop	Element	ADA Field	Description	BCBSAZ Requirements
2010AA	NM103	48	Billing dentist or dental entity information	• If the tax ID is for a dental entity (group practice), rather than an individual dentist, you must include the *dental entity* name here. • If the tax ID is for an individual dentist, rather than a group practice, enter the *individual provider's* name.
2010AA	NM109	49	Billing dentist or dental entity NPI	The billing dentist or billing entity NPI is always required. • If you bill as a dental entity (or a group of one), enter your *organizational* NPI and indicate on the 837 that this is an entity (2). • If you bill as an individual dentist, enter the *individual* NPI and indicate on the 837 that this is an individual (1) rather than an entity (2).
2010AA	REF*EI	51	Billing dentist or dental entity tax ID	Prior to submitting claims, the federal tax ID must be on file with BCBSAZ for *all* providers billing under it. If a provider is not updated in our system with this tax ID, claims will be rejected until that information is corrected.
2310B	NM109	54	Treating (rendering) dentist NPI	The treating (rendering) dentist's individual NPI is required when the billing provider (organizational NPI) is not the same as the treating dentist's NPI.
2310C	N301-N403	56	Treatment location address	The treatment location address is required when different from the billing address.

For recently updated information about where to send dental claims, reference the BCBSAZ Dental Products and Networks Quick Reference Guide. This document is available in the BlueDental^{SM} portal at azblue.com/bluedentalprovider and also in the secure portal at azblue.com/providers.

Please ensure that your billing team and clearinghouse receive this information. If you have questions, contact your provider liaison or call Provider Partnerships at 602-864-4231 or 1-800-232-2345, ext. 4231.

BlueDental is a service mark of the Blue Cross Blue Shield Association, an association of independent Blue Cross and Blue Shield Plans.

Our members can take a digital ID card with them wherever they go with the MyBlue AZ^{SM} mobile app.