



[Date]

[Provider Name]

[Address 1]

[Address 2]

[City, State ZIP Code]

Re: Changes to eligibility and claim processes for Amida Care, ArchCare and Excellus BlueCross and BlueShield

Dear Doctor:

Effective Sept. 1, 2023, we're transitioning the system Healthplex uses to administer dental benefits for Amida Care, ArchCare and Excellus BlueCross BlueShield membership. As part of the transition, you'll use a new claims and member eligibility platform on UHCdental.com.

Healthplex was acquired by the UnitedHealthcare organization at the end of 2020 and these changes allow us to leverage the capabilities and features of the advanced UnitedHealthcare system. This will be a seamless transition and will help make the process more efficient while improving the experience for your practice and patients. This new process doesn't affect your existing participation agreement with Healthplex.

What this means for you

When servicing Amida Care, ArchCare and Excellus BlueCross BlueShield membership, you'll need to update your procedures as of Sept. 1, 2023, to ensure accurate claim submissions and payments. Please refer to the enclosed Quick Reference Guide for details on the following:

- New address for mailing paper claims
- New payer ID number
- Submitting claims electronically
- Verifying member eligibility
- Re-enrolling in Zelis Payments and ePayment Center

At this time, the information in the enclosed quick reference guide and the transition to using UHCdental.com is only applicable to your treatment of Amida Care, ArchCare and Excellus BlueCross BlueShield (Elderplan and HomeFirst membership previously transitioned Jan. 1, 2023). If you provide treatment to members of other Healthplex administered plans not mentioned, your processes will remain the same for those plans until further notice.

We're here to help

Please reach out to a Healthplex Provider Relations Representative at 877-282-7012 if you have questions. Thank you for the care you provide to our members.

Sincerely,

Healthplex Provider Relations Department

Enclosure

Elderplan/Homefirst, ArchCare, AmidaCare, Excellus Quick Reference Guide



UHCdental.com

The Provider Web Portal may be used to check eligibility, submit claims, and to access useful information regarding plan coverage. New users will need to register for the portal to get a username and password.



Provider services

Phone: **877-282-7012**

Services Representatives
8 a.m. - 5p.m. EST or
7a.m. - 4 p.m. CST



Prior authorization

Online at **UHCdental.com**

Submit via mail by sending to:
Pretreatment Estimates (PTE)/Preauthorization
Dental Claim (onshore restrict):
P.O. Box 30605
Salt Lake City, UT 84130-0605
877-282-7012



Claims

Claims address and EDI payer ID

Dental claim (onshore restrict)
P.O. Box 30605
Salt Lake City, UT 84130-0605
877-282-7012
EDI payer ID: 52133

Corrected claims or adjustments

P.O. Box 30605
Salt Lake City, UT 84130-0605
877-282-7012

Claim disputes or appeals

Dental Appeals:
P.O. Box 30569
Salt Lake City, UT 84130-0569
877-282-7012

Claims may be submitted electronically via your clearinghouse, online via the provider portal or via the mailing addresses here.

Important notes

This guide is intended to be used for quick reference and may not contain all of the necessary information; it is subject to change without notice. For current detailed benefit information, please visit the provider web portal or contact our provider services toll free number.

ePayment Center

Offers free electronic payment services through an electronic payment platform called ePayment Center to accelerate and add efficiency to our claims payment process.

Through the ePayment Center, we offer a no-fee Automated Clearing House (ACH) delivery of claim payments with access to remittance files via download. Delivery of 835 files to clearing houses is available directly through the ePayment Center enrollment portal.

ePayment Center allows you to:

- Improve cash flow with faster primary payments and speed up secondary filing/patient collections
- Access your payment remittance remotely and securely 24/7

- Streamline reconciliation with automated payment posting capabilities
- Download remittances in various formats (835, CSV, PDF)
- Payment remittances stored securely online for 7 years

How to enroll:

How do we enroll in ePayment Center?

Enrolling in ePayment Center is simple. You can quickly register online.

1. Visit UHCdental.epayment.center/register
2. Complete the online form to request a registration code
3. Click on the link in the confirmation email you will receive to complete registration and account setup
4. Once logged into the portal at UHCdental.epayment.center

- Enter your bank account information
- Select remittance data delivery options
- Review the ACH agreement to ensure all data is correct
- Click "Submit"
- You will receive a confirmation email from ePayment Center and you can start using it immediately

Please note, your bank account will undergo a pre-notification, validation process prior to electronic fund transfer delivery—this may take up to 6 business days.

Additional services such as Virtual Credit Card and ACH+ through Zelis.

How do we enroll in Zelis Payments?

- One call is all you need to get started! Contact Zelis Payments at 855-496-1571.

Please contact our Customer Service line if you have additional questions or need help registering on our web site.

Note: Passwords are the responsibility of the dental office (see agreement during the registration process).