

# Dental Reminders

December 12, 2018

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Dear Care1st Dental Providers and Staff:

Advantica Dental Services, Inc. (Advantica) manages the dental benefits provided to Care1st members on behalf of Care1st. Prior authorizations, claim processing and claim inquiries are handled by Advantica.

**Features available on Advantica's secure portal features include:**

1. Verifying member eligibility
2. Viewing claims history and claims status
3. Submitting claims
4. Reviewing and printing a remittance Advice
5. Submitting prior authorizations requests
6. Viewing prior authorization status for those submitted via the portal
7. Reviewing and downloading clinical guidelines and recent blast fax communications

**To register for Advantica's secure provider portal follow these instructions:**

1. Visit the Advantica website at [www.advanticabenefits.com](http://www.advanticabenefits.com).
2. From the main page, select and click on the Providers tab. This will take you to the provider section.
3. Select and Click the "Provider Registration" option.
4. Complete the Provider Registration Form following the instructions and click on the Submit button.
5. You will receive an e-mail confirmation of your successful registration with the user name and the password you selected.
6. If you need assistance with setting up your web account on Advantica website, please contact Advantica Customer Service at 800.429.0495.

**Prior Authorizations & Status**

1. The "Advantica/Care1st Clinical and Billing Guidelines for AHCCCS/DDD Members under 21 and DDD Members Over 21" and "Advantica/Care1st Clinical and Billing Guidelines for Members 21 and Over" identify prior authorization and claim submission requirements for Care1st members.
2. The Guidelines are available at:
  - a. [www.care1st.com/az](http://www.care1st.com/az) (choose Care1st > Providers > Dental) or
  - b. [www.advanticabenefits.com](http://www.advanticabenefits.com) (choose Providers > Provider Login > Reference Manuals)
3. Standard prior authorizations should be submitted through Advantica's secure portal (See registration instructions above). This method of submission is quickest as it eliminates mail time.
4. If you are unable to submit standard prior authorization requests through the website portal, you may submit a prior authorization using one of the methods below:
  - a. Mail: ADA form (check the Prior Determination Box) along with any x-rays and additional documentation or Advantica's Prior Auth Form via mail to: Advantica Administrative Services, Inc. PO Box 8510, St. Louis, MO 63126
  - b. Provider's Clearinghouse
5. Dental Prior Authorizations are not accepted via fax.
6. Dental Prior Authorization status, for those submitted via Advantica website, can be checked 24 hours a day, seven days a week via Advantica's secure portal. Please note you cannot view status via Advantica's website for prior authorizations submitted via mail or the clearinghouse
7. Standard Prior Authorization Processing Turnaround Timeframe is 4 business days.

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**Network Management**

**Ph 602.778.1800/866.560.4042 (Options in order: 5, 7)**

**Fax 602.778.1875/Email SM\_AZ\_PNO@Care1stAZ.com**

Visit our website at [www.care1staz.com](http://www.care1staz.com)

Looking for your assigned Provider Network Rep? On our website go to Providers > Provider Rep Contact Info

8. For questions related to dental prior authorization please contact Advantica directly, Monday – Friday 8:30 AM – 4:30 PM at 800.429.0495

## Claim Submissions & Status

### Electronic Data Interchange (EDI)

Electronic claims can be submitted through CHANGE Healthcare (Emdeon), EHG, Tesia, or directly through Advantica’s website.

1. **CHANGE Healthcare (Emdeon).** CHANGE Healthcare partners with most dental software vendors. To begin submitting claims electronically to Advantica contact your software vendor and discuss set up for submission of electronic claims to CHANGE Healthcare. Make sure you provide the Advantica Payer ID 43168.
2. **EHG – EDI Health Group, Inc. – DentalXChange.** To enroll go to: <http://www.dentalxchange.com/partners/WebClaim> and click on Services > Provider Services > Claims Connect > Get Started or call 800.576.6412 ext. 455. Advantica Payer ID 43168
3. **Tesia.** To enroll contact call 866-712-9584. Advantica Payer ID 43168.
4. **Advantica Web Portal.** Providers can also submit claims, check eligibility and confirm benefits through Advantica’s online provider portal (See registration instructions above). Dental Attachments such as x-rays (submitted as a TIF or JPEG document) or reports may be submitted electronically using NEA-Fast. To register with NEA simply go to [www.nea-fast.com](http://www.nea-fast.com) and click on “REGISTER NOW”. Select the appropriate options and click “NEXT”. You may register by phone at 800.782.5150 (Select Option 2).

### Paper Submissions

If you are unable to submit claims via the electronic methods outlined above, paper claim forms and dental records may be submitted via mail to: Advantica Administrative Services, Inc., PO Box 8510, St. Louis, MO 63126

Claim status can be checked 24 hours a day, seven days a week via Advantica’s portal.

### Electronic Funds Transfer (EFT)

Advantica works with RedCard for handling of EFT (Electronic Fund Transfer) and ERA (Electronic Remittance Advice). To enroll for EFT or ERA:

1. Visit: <https://enroll.ach835.com/new> and create your account by filling out all the fields and click submit.
2. You will receive a Welcome Email. Using the URL in the email, log in using the temporary password and select “Continue Enrollment”.
3. Fill out the required fields and click “Submit”
  - a. You also will be prompted to enter an NPI. If you have multiple NPIs under one TIN and want payments for all NPIs going to the same financial institution account, just leave the NPI fields blank.
4. Complete the Test Deposit Verification Process
5. Within 48 hours of test deposit, RedCard completes verification phone call, i.e. they locate your practice phone number via independent online web search and call to confirm enrollment.
6. If you need assistance with setting up your account with RedCard or have questions regarding your existing account, please contact RedCard at 844.292.4066.

If you have questions, please contact Network Management using one of the options below or Advantica Customer Service at 800.429.0495.

***Thank you!***

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#### Network Management

**Ph 602.778.1800/866.560.4042 (Options in order: 5, 7)**

**Fax 602.778.1875/Email [SM\\_AZ\\_PNO@Care1stAZ.com](mailto:SM_AZ_PNO@Care1stAZ.com)**

Visit our website at [www.care1staz.com](http://www.care1staz.com)

Looking for your assigned Provider Network Rep? On our website go to Providers > Provider Rep Contact Info