

Medi-Pak® Advantage Dental Claim Reimbursement

How to Submit a Reimbursement Claim

We're here to help.

- Need help completing your claim?
- Have questions?
- Want more information?

Please call us at **1-877-349-9335**. TTY users call **711**. We are open 8 a.m. to 8 p.m., Central time, seven days a week, October 1 through March 31. Hours are 8 a.m. to 8 p.m. Central time, Monday through Friday, April 1 through September 30.

Ready to submit a claim?

Complete this form. Here are some helpful hints:

- Use a black or blue ink pen.
- Complete a separate form for each person enrolling.
- Mail only original clear itemized bill(s) on your provider's letterhead that include the following:
 - Date of service
 - Charge
 - Procedure code and Diagnosis code
 - Provider name
 - Provider NPI/TIN

Your dentist's office should provide this to you upon request. Without the information above, we cannot process your claim reimbursement and we will have to return it to you. Cash register receipts, cancelled checks, money orders, and personal itemizations are not accepted as original receipts.

- Print your answers, except where your signature is required.
- Make sure you complete each section of the claim.
- Mail your claim promptly.

Return the completed form to:

Arkansas Blue Cross and Blue Shield
Imaging and Support Services
P.O. Box 32582
Detroit, MI 48232-0582

What happens next?

- We'll review the claim and supporting documents to ensure qualified dates of services, charges, provider and availability of reimbursement allowance.