

PROVIDER NETWORK COMMONLY ASKED QUESTIONS

DNoA PREFERRED NETWORK	
Does it cost anything to join?	No, there is no charge to participate in the DNoA Preferred Network.
How can I join the network?	You can join the network by visiting www.providerdna.com and clicking "Join Our Network". You will then be required to create a new account; for step-by-step instructions, click here .
How will patients know I participate with DNoA?	Our Customer Service Department can make active referrals to your office. Members also have access to our online and printed directories.
Where do I send claims?	Please refer to the back of the member ID card for the claim address and phone number for assistance.
I need a copy of my Administrative Guide. How do I obtain one?	Please call us at 800-972-7565 and we will be happy to send you a new copy.
Can I add an associate to my practice?	Yes, new associates can be added to your practice via the network portal at www.providerdna.com .
How do I update or validate my directory/office information?	You can update or validate your office and provider directory information directly on the network portal at www.providerdna.com ; for step-by-step instructions, click here .
How often do providers need to be recredentialed?	All providers need to be recredentialed every 36 months, certain states require more frequent recredentialed. A member of our Credentialing department will reach out when a provider is up for recredentialed.
I need a copy of my fee schedule. How do I get one?	You can download a copy of your fee schedule directly from our online network portal at www.providerdna.com ; for step-by-step instructions, click here . You may also submit a fee schedule negotiation request directly on the portal.
How do I add another Tax ID to my profile in www.DNoAConnect.com	<ol style="list-style-type: none"> 1. Log into your account 2. The upper right corner, use the drop down and click on Profile 3. Click on the plus (+) sign to enter another Tax Id, 4. Click SAVE.
Why am I not able to see my claims on www.DNoAConnect.com	Please review the profile that was set up to ensure that the TaxID used on the claim is present within your profile.
Reconsiderations (One-Time Provider Request for Benefit/Payment Review)	<p>Providers can file a reconsideration to request a review of the denial of a service or benefit determination. All reconsideration requests will be resolved and communicated in a timely manner, depending upon the urgency of the situation and the requirements of specific state laws. It is important you provide all relevant documentation needed to support your reconsideration request (i.e., records, X-rays, treatment notes, etc.). In addition, you should include a complete explanation of why you believe a reconsideration of the benefit, authorization of services, or claim denial should be overturned. A decision on an appeal will be in writing and is considered a final determination.</p> <p>www.dnoa.com/join-network/notice-of-grievance-and-appeal-updates</p>
Can an out-of-network provider be able to register for www.dnoaconnect.com	Yes, both Out of Network and In Network providers are able to register for www.dnoaconnect.com to review benefit information.

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**Subject to Benefit Coverage

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