

# WHO TO CONTACT

## Provider Customer Service

Call Provider Customer Service for:

- Patient eligibility and effective date of coverage
- Specific information about your patient's benefits
- How to correctly file a claim
- Claim(s) status\*
- Voucher inquiries, including payment amounts, hold harmless adjustments; and/or requests for reconsideration of payment
- Explanations of how dental, administrative, or payment policies were applied on specific claims

It is important to understand that Customer Service is not designed to guarantee payment before you submit a claim. We provide you with the information available at the time; however, we cannot guarantee it will still be accurate when your claim is processed. For example:

- We can tell you that your patient appears to be eligible at the time of the call but we cannot prevent an employer from retroactively canceling your patient's coverage.
- We can tell you the available benefits at the time of your call; however, we cannot guarantee which benefits will remain at the time your claim is processed.

## Dental Relations

Dental Relations representatives serve as liaisons to Regence for provider issues and concerns. These representatives are available to visit your office, coordinate provider relations and education, provide training for new personnel, answer questions relating to Regence policies and procedures, and handle all aspects of contracting with dentists.

Call your representative to:

- Discuss the terms of your Participating Provider Agreement
- Request a personal visit to your office
- Review dental, administrative, or payment policies
- Add a practice associate or additional office location
- Request a list of procedure codes and the allowable amounts for your specialty
- Schedule training for new staff
- Change your tax ID number or office address

Listed below is a breakdown of areas handled by each representative.

Misty St. Amour, RDH (503) 225-6899 / 1 (800) 547-0939, ext. 6899  
mxstamo@regence.com  
Dental offices in the Portland metropolitan area, the north coast areas,  
and Vancouver, Washington.

Jackie Neufeld (503) 225-6995 / 1 (800) 547-0939, ext. 6995  
jrneufe@regence.com  
Dental offices from Wilsonville to California, western coastal areas,  
Central and Eastern Oregon.

### Regence BlueCross BlueShield of Oregon Telephone Directory

\*These telephone numbers are for Dentists use only, they should not be given to  
your patients.

Provider Customer Service: .....(503) 225-6619  
Toll Free \*Portland .....(800) 722-5086  
\*Salem .....(800) 228-0978

Federal Employee Program:  
Toll Free .....(800) 962-2731

Oregon Teamster Employers Trust: .....(503) 220-6100  
Toll Free .....(800) 452-8812

Regence Life and Health Insurance Company: .....(503) 220-6135  
(WCIW-TOC) .....(800) 821-6997  
Outside Oregon.....(800) 245-9272

Regence Life and Health Insurance Company: .....(800) 874-6149  
(Willamette Industries only)

Regence Life and Health Insurance Company: .....(800) 621-3330  
(All others)

NASCO: .....(800) 762-4853

### Other Telephone Numbers

Electronic Data Interchange (EDI) Support Center:  
e-mail: edisupport@regence.com  
Information and consultation about  
submitting claims electronically .....(800) 713-1693

Reporting Fraud and Abuse .....(888) 207-4211  
Reporting suspected fraud and abuse; caller identity not required

Change of Office Address,  
Tax Identification Numbers, Etc .....online

\*\*The Application for Provider Number and Provider File Update form can be accessed in the forms section of the dental library in the Dental Professionals section of our Provider Information Site, [www.or.regence.com/provider](http://www.or.regence.com/provider).