



September 23, 2019

To: Dental
 Contracts affected: Commercial Only

Checking Dental Benefits Online

Why you're receiving this	You can now check dental benefits online.
What you need to know	<p>Dental benefits for your BlueShield Commercial patients can be viewed on our secure portal.</p> <p>With a valid subscriber ID and prefix you can now view details including copays, deductibles and coverage limitations.</p> <p>Please note: Incorrect Subscriber ID will trigger inaccurate benefit information. To avoid this, you can verify your patients' subscriber IDs and eligibility using HEALTHeNET.</p>
What you need to do	<p>To view dental benefits:</p> <ul style="list-style-type: none"> • Log into our secure provider portal at bsneny.com/provider > Dashboard • Click on the "Dental Benefits Lookup" button at the bottom of the page <p>If you do not have a login, you can sign up through HEALTHeNET. Your HEALTHeNET username and password will allow you to access secure content on our secure provider portal.</p> <p>To sign up:</p> <ul style="list-style-type: none"> • Visit wnyhealthenet.com/sign-up/ • Fill out the "Request Form" • A HEALTHeNET representative will contact you within 48 hours with further instructions <p>There is no limit to the number of users your practice can have, but each user MUST have their own user account due to protect PHI and proprietary data. Third party billers can be added as a user for your practice.</p>

If you have any questions regarding this information, please contact Provider Service at 1-800-444-4452 or (518) 220-5620.