

Special Bulletin

For dental providers

January 5, 2024

All Dental Claims Moving to United Concordia Effective March 18, 2024

Attention Highmark Blue Cross Blue Shield (WNY) and Highmark Blue Shield (NENY) providers:

Effective March 18, 2024, all dental claims — both electronic and paper — for Highmark Blue Cross Blue Shield (BCBS) and Highmark Blue Shield (BS) members must be submitted to United Concordia (UCD). Administrative Services of Kansas (ASK) will no longer accept electronically submitted dental claims (837D) effective **March 18, 2024**.

Legacy Dental Claims

In addition, ASK will no longer accept dental claims with HealthNow or legacy member IDs for dates of service **on or after** January 1, 2023, effective **January 30, 2024**.

Successful claim submission for Highmark transactions requires the use of the member's ID that is active for the date of service.

Important Dates

- **January 30, 2024** – ASK will no longer accept dental claims — for dates of service **on or after** January 1, 2023 — using **legacy** member IDs **effective January 30, 2024**.
- **March 18, 2024** – All dental claims should be submitted to United Concordia **effective March 18, 2024**.

The following entities, which serve the noted regions, are independent licensees of the Blue Cross Blue Shield Association: Western and Northeastern PA: Highmark Inc. d/b/a Highmark Blue Cross Blue Shield, Highmark Choice Company, Highmark Health Insurance Company, Highmark Coverage Advantage Inc., Highmark Benefits Group Inc., First Priority Health, First Priority Life or Highmark Senior Health Company. Central and Southeastern PA: Highmark Inc. d/b/a Highmark Blue Shield, Highmark Benefits Group Inc., Highmark Health Insurance Company, Highmark Choice Company, or Highmark Senior Health Company. Delaware: Highmark BCBSD Inc. d/b/a Highmark Blue Cross Blue Shield. West Virginia: Highmark West Virginia Inc. d/b/a Highmark Blue Cross Blue Shield, Highmark Health Insurance Company, or Highmark Senior Solutions Company. Western NY: Highmark Western and Northeastern New York Inc. d/b/a Highmark Blue Cross Blue Shield. Northeastern NY: Highmark Western and Northeastern New York Inc. d/b/a Highmark Blue Shield.

All references to "Highmark" in this document are references to the Highmark company that is providing the member's health benefits or health benefit administration and/or to one or more of its affiliated Blue companies.

