



Frequently asked questions

Q. If I don't have my provider tax ID number available, can I still obtain information?

Yes, you can still obtain eligibility and benefit information based on the member's current group benefits. However, you cannot get member-specific PHI, which includes year-to-date accumulated member liabilities.

Q. What do I do if CAREN tells me it cannot provide eligibility and benefit information for a particular member?

Verify that you have spoken or touch-toned the correct nine-digit contract number and birth date.

Q. Why can't I request to speak to a representative immediately when I call?

We have designed the CAREN system with the most frequently requested benefit information and it is likely that the benefits that you seek will be provided through our automated system. If, however, you've gone through all of the automated steps and didn't obtain the information you need, speak the word "representative" and CAREN will transfer you to a customer service representative.

Q. If I request a fax and don't receive it, what should I do?

Due to the volume of fax requests, your request may be temporarily delayed. It is always important to check your fax machine to see if it is in fax mode.



CAREN Dental

Navigating with ease



CAREN, our automated and interactive voice response telephone system, recognizes and responds to your verbal or touch-tone requests, prompting what to do next as you go along. To use the system, follow these steps:

1. Call CAREN at **800-482-4047**.
2. Follow the prompts as CAREN asks you to **speak**, or **enter** by using your touch-tone number keys, the following information:
 - The type of services you provide
 - Your tax identification number
 - Member's contract number
 - Member's birth date (MM/DD/YYYY)
 - Member's first name (first five letters)

CAREN will state the member's eligibility, group number, effective date and type of contract.

3. Select from the five choices CAREN offers you:
 - **Mailing address** for claim submission
 - **Fax** copy to you containing the member's eligibility and benefit information
 - **Eligibility and benefits** information on a member
 - **Another member** benefit inquiry on the same contract
 - **Another contract** information for another member

4. If you ask to hear eligibility and benefit information, CAREN will ask you to speak the benefit you wish to hear from the following classes or select from more specific benefit categories as stated in step 5.
 - **Diagnostic and preventive** or **class one**
 - **Basic restorative** or **class two**
 - **Major restorative** or **class three**
 - **Orthodontics** or **class four**

Benefit categories

5. CAREN offers you the ability to obtain member-specific benefit information by simply speaking the area of interest. For example, when you say **benefit categories**, here is a sample of what you can choose from:

- Cleanings
- Endodontics
- Oral surgery
- Crowns
- Exams
- Periodontics
- Dentures
- Inlays
- X-rays

To learn how to enroll in the DenteMax PPO Network, simply say the word **DenteMax**. Note: This will not provide you with the member's benefit information.

For more information about CAREN, or to offer suggestions or express concerns, please send an e-mail to:

carenivrloding@bcbsm.com

Please maintain the privacy of our members' protected health information at all times when calling the CAREN system. This is in accordance with the HIPAA privacy rule that requires business associates of a covered entity to safeguard PHI.