



DENTAL UPDATE

1st Quarter 2020

Thank you for being a Cypress Provider!

Cypress Dental Insurance, which insures thousands of members and groups in California with members across the United States, has new claims mailing addresses. Be sure to update your software to include these new addresses to avoid any delays in claims payments.

We accept electronic claims submission! Please submit your E-claims to us! Our payor ID is TLZ04 - this means huge savings by eliminating additional mailing costs. We also accept attachments via NEA. Electronic claim attachments will help your practice reduce postage and fax charges as well as administrative costs associated with manually managing claim attachments. E-filing claims will expedite your claim reimbursements. Bottom line - electronic attachments mean fewer denials! Additionally, security and the safe transfer of patient information is a priority for your office and Cypress Dental!

Please update your records to avoid delays in claims payments!

CLAIMS MAILING ADDRESS

Cypress Dental: Claims
PO Box 1998
Milwaukee, WI 53201

APPEALS & GRIEVANCES

Cypress Dental Appeals & Grievances
PO Box 102
Milwaukee, WI 53201

PRE-DETERMINATION MAILING ADDRESS

Cypress Dental: Pre-Determination
PO Box 762
Milwaukee, WI 53201

FOR ELECTRONIC CLAIMS SUBMISSION:

Payor ID: TLZ04

ANY QUESTIONS?

providerservices@cypressadmin.com

Did You Know That...

Cypress was awarded the Northern California General Teamsters Security Fund account. With over 60,000 members statewide, this is going to have a huge impact of more potential patients in your area!

Cypress is responsible for repricing claims only - any benefit, claims or eligibility information is handled by the internal team of customer service representatives at Delta Health Systems.

At the right are some helpful phone numbers to take note of if you see any of these members:

Customer Service Phone Numbers

Delta Health Systems Customer Service for Northern CA General Teamsters Security Fund Members:

800-422-6099

for eligibility, benefits, and claim information

Cypress Dental Customer Service for Cypress Members:

800-350-3989 - Option 1

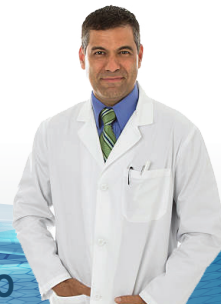
for eligibility, benefits and claim information

For Provider Credentialing and Network Information:

888-951-7771

for a Cypress Provider Relations Representative





Several things you can do to avoid delays in claims payments

We all know that any delay in getting your payment is a hassle. Claim denials and delayed reimbursements do happen, we are here to help you with these tips!

- **Verify insurance eligibility prior to patient visit:**

Patients will not always notify your office when their insurance information changes. This is why you should be proactive in verifying eligibility and benefits before the patient is seen.

- **Obtain accurate patient demographics:**

We understand that you are busy, but accuracy on your end will help Cypress select the patient and process claims correctly, sometimes that small detail will help us ensure the correct patient is being selected.

- **Make sure that the claim form is signed:**

This will have to be returned to you for signature, delaying the claim.

- **Verify that charges are correct and appropriate for the services provided:**

You would be surprised at how many claims are received without the charges listed. Cypress can't pay a claim with zero charges.

- **Use the most current ADA codes to ensure your claim is not rejected:**

The ADA updates codes every year, to ensure proper payment, please update your records too.

- **Please include all supporting documentation (x-rays, perio charting, etc):**

If an x-ray isn't received with that crown code, the claim will be rejected.

- **Ensure your claim is filed with Cypress in a timely manner:**

There are several reasons why a claim may not get filed in timely manner, but you are guaranteed to lose revenue if you don't submit a claim when treatment is completed.

