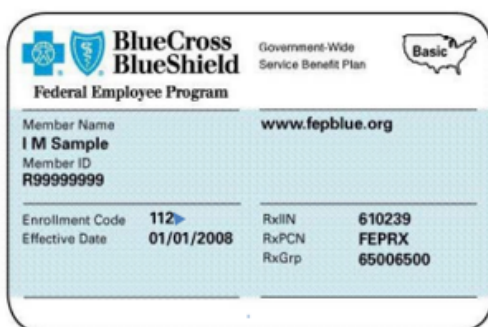




Important Update for FEP Basic and Standard Option Plan Claim Submissions

Please note the upcoming changes when servicing FEP Basic and Standard Option members, **effective July 1, 2022**:

- Dental providers will now have the option of submitting claims electronically through clearinghouses (Payor ID HMSA1) or the Speed eClaim[®] process.
- Paper claims will now be mailed to **HI FEP Claims, P.O. Box 1187, Elk Grove Village, IL 60009-1187** (same as PPO claim submissions).
- Corrected claims will now be mailed to: HI FEP Claims P.O. Box 69437 Harrisburg, PA 17106-9437.
- EOBs will look like those generated for PPO claims ([view sample](#)).
- The FEP membership card is identified by enrollment codes (plans) **104, 105, and 106 for the Standard Option** and **111, 112, and 113 for the Basic Option**.



Basic Option identified by a 111, 112 or 113



Standard Option identified by a 104, 105 or 106

- Our friendly local HMSA Dental customer service representatives will service FEP Basic and Standard Option plan inquiries for dental providers and members. They can be contacted at **(808) 948-6281** or **toll-free at 1 (800) 966-6198 from 8 a.m. – 4 p.m. HST**.

As a reminder, members with the FEP Basic and Standard Option plans have access to HMSA Dental providers in our PPO network. If you're an HMSA Dental provider, you'll be reimbursed for services provided to these members using your HMSA Dental PPO fees. Please expect early July FEP Basic and

Standard claims to process payment on the July 21, 2022 cycle.

For more information, including how to identify members with this plan and submit claims, please refer to the [Federal Employee Program section of the HMSA PPO Dental Manual](#).

If you have questions regarding these changes, please contact your Dental Network Manager, Ellie Kelley-Miyashiro, at (808) 538-8933 or Jessica Chang at (808) 538-8904.

Claims and Customer Service Contact Information

Plan	Schedule of Allowances	Customer Service	Claims Address	Electronic Claims Payor ID
HMSA PPO HMSA Plan for Federal Employees (00F)	PPO Fee Schedule	(808) 948-6440 Toll free: 800-792-4672	HMSA Dental P.O. Box 1187 Elk Grove Village, IL 60009-1187	HMSA1
HMSA DHMO HMSA Plan for Federal Employees (117)	DHMO Fee Schedule	(808) 948-6440 Toll free: 800-792-4672	HMSA Dental P.O. Box 1187 Elk Grove Village, IL 60009-1187	HMSA1
Federal Employee Program (FEP)- Standard and Basic Option Plans	PPO Fee Schedule	(808) 948-6281 Toll free: 800-966-6198	HI FEP Claims P.O. Box 1187 Elk Grove Village, IL 60009-1187	HMSA1
BCBS FEP Dental Plans (Supplemental)	PPO Fee Schedule	In the U.S.: (855) 504-2583 International Call Collect: (651) 994-2583	BCBS FEP Dental Claims P. O. Box 75 Minneapolis, MN 55440-0075	Not Available
Out of State BCBS GRID or GRID+ Member Plans	PPO Fee Schedule	See member ID card	See member ID card	Not Available

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