

PROVIDER DISPUTE RESOLUTION REQUEST

Note: Submission of this form constitutes an agreement not to bill the patient

INSTRUCTIONS

- Please complete the form below. Fields with an asterisk (*) are required.
- Be specific when completing the DESCRIPTION OF DISPUTE and EXPECTED OUTCOME.
- Provide additional information to support the description of the dispute. Do not include a copy of a claim that was previously processed.

Mail or fax the completed form to:

SafeGuard Quality Management Department
P.O. Box 3532
Laguna Hills, CA 92654-9826
Fax Number: (949) 425-4587

SECTION 1: Provider Information

Provider Name

*Provider Tax ID #

Address

Provider Type:

DHMO

VHMO

VPPO

SECTION 2: Claim Information

Claim Information:

Single

Multiple "Like" Claims

Number of Claims: _____

*Patient Name

Date of Birth

*ID Number

Patient Account Number

Original Claim ID Number

Service "From/To" Date

Original Claim Amount Billed

Original Claim Amount Paid

Dispute Type:

Claim

Seeking Resolution of a Billing

Appeal of Medical Necessity / Utilization Management

Contract Dispute

Request for Reimbursement of \$ _____

Other

*Description of Dispute: _____

Expected Outcome: _____

SECTION 3: Contact Information & Authorization

Contact Name

Title

Phone Number

Fax Number

Signature: _____

Date: _____

Check here if additional information is attached

Managed Dental Care plans are available in California, Florida and Texas provided by a domestic company in the applicable state named SafeGuard Health Plans, Inc. The SafeGuard companies are part of the MetLife family of companies. Managed Dental Care plans are available in Illinois through SafeGuard Health Plans, Inc., a Texas corporation. Managed Dental Care plans in New Jersey are provided by MetLife Health Plans, Inc. and Metropolitan Life Insurance Company. Managed Dental Care plans in New York are provided by Metropolitan Life Insurance Company. "Managed Dental Care" is used to refer to products that may differ by state of residence of the enrollee, including but not limited to: "Specialized Health Care Service Plans" in California; "Prepaid Limited Health Service Organizations" as described in Chapter 636 of the Florida statutes in Florida; "Single Service Health Maintenance Organization" in Texas, "Limited Health Service Organizations" in Illinois, "Dental Plan Organizations" in New Jersey, and "Dental Managed Care Plan" in New York.