



Provider Informational Contact Sheet

Department Function	Service	Contact
Provider Data Management	Change Physician/Provider demographic data (adds, deletes, changes to Tax ID#s, etc.)	Email: providercontact@zelis.com Fax: 404-459-4415
Claim Status Inquiry	Check status of claim payments	Plan administrator or insurance company (number found on Member ID card)
Provider Participation (Member Relations)	Obtain information on providers contracted with Zelis	Member Relations, Phone: 888-577-1656, or visit www.zelis.com
Provider Contracting	Obtain copies of provider contracts	Email: providercontact@zelis.com
Precertification or Case Management	Check whether the plan requires pre-certification	See Member ID card for details
Benefit Office Administration	Obtain or verify benefits	See Member ID card for details
Claim Submission	Mailing address for claims	See Member ID card for details
Client Listing	Request a client list	Provider Relations, Phone: 888-266-3053, or email: providercontact@zelis.com
Credentialing	Obtain information specific to credentialing, answer credentialing questions	Credentialing, Phone: 304-720-6283, or email: credentialing@zelis.com
State Mandated Provider Contract Provisions	Request a copy of the state specific provision addendum for your state	Email: providercontact@zelis.com
Provider Nomination	Join the Zelis Network or nominate a provider	Complete form found at Zelis.com , fax: 404-459-9415 or email: providercontact@zelis.com
Provider Inquiries	Other requests	Provider Relations, Phone: 888-266-3053, or email: providercontact@zelis.com



COVID 19 PPE Provider Update

Dentists have signed participating provider agreements which provide a contractual relationship with third-party carriers in various States. These agreements determine policies that the dentist has agreed to accept. Refer to the EOB or another communication from a third-party payer to determine (1) whether the patient can be billed (i.e. denied versus disallowed/non-billable) and (2) by how much. **Note: Participating providers should be aware of state laws, regulations, guidance that may mandate specific coverage guidelines pertaining to PPE.**

State Specific Information:

New York Participating Providers

Participating providers are using preventive measures in the provider office setting in order to curb the transmission of COVID-19. These preventive measures in the provider office setting consist of the use of personal protective equipment (“PPE”) such as medical masks, gowns, and gloves.

The New York Department of Financial Services (“**Department**”) issued a [Circular Letter](#) pertaining to the costs associated with a participating provider’s increased use of PPE.

The purpose of the Department’s Circular Letter was to clarify a patient’s financial responsibility for PPE costs. In the Circular Letter, the Department stated that “participating providers should not charge patients fees or other charges [for the costs of PPE] in addition to the insured’s financial responsibility for covered services.”

In the event participating providers have previously collected PPE-related fees from patients that exceed a patients cost-sharing for covered services, then applicable “issuers should work with participating providers to ensure that refunds are provided to” these patients.