

## Welcome to the Envolve Dental Provider Network

Now that you have successfully completed your onboarding process with our Network Development team, Provider Relations is here to work with you on all of your post-contracting needs!

When working with Envolve Dental's Provider Relations team, you experience one-on-one correspondence with a dedicated state representative.

### When to Email Provider Relations for Assistance

Providers can email Envolve Dental's Provider Relations team at [ProviderRelations@EnvolveHealth.com](mailto:ProviderRelations@EnvolveHealth.com). Please be sure to include your tax ID number in your email to help us assist you in a timely fashion.

Provider Relations can assist you with any of the following types of request:

- Adding a location
- Adding an already credentialed provider to your group
- Updating location demographic information
- Setting up Electronic Funds Transfer (EFT)
- Assisting and educating you about our Provider Web Portal (PWP)
- Setting up electronic ERA
- Assisting with claim and authorization questions
- Answering any general questions you may have

When you email our Provider Relations department, your inquiry is assigned to one of our Provider Relations representatives for your state. We respond to all emails sent to this inbox within 3 business days. All forms to make updates listed below are on our PWP under the *Insured Documents* tab.

### When to Email Network Development for Assistance

Email our **Envolve Dental Network Development team** at [DentalNetwork@EnvolveHealth.com](mailto:DentalNetwork@EnvolveHealth.com) if you need assistance with any of the following:

- You need to join the panel
- You have a new Tax ID Number
- You have contracting questions for non-par providers and groups



## Benefit Options

Call our **Envolve Dental Customer Service team** toll-free at 855-735-4395 if you need assistance with any of the following:

- Member eligibility and benefit verification
- Immediate PWP assistance

Email our **Envolve Dental Credentialing team** at [DentalCredentialing@EnvolveHealth.com](mailto:DentalCredentialing@EnvolveHealth.com) if you need assistance with any of the following:

- Re-credentialing
- Supplying all renewable documents based on upcoming renewals

Envolve Dental sends out quarterly newsletters to all participating Dental Providers highlighting important topics currently surrounding the dental community, PWP highlights, and changes that affect providers. The newsletter is on both our Envolve Dental website and our PWP.