

Every insurer's number, one click to copy

Every call on your list shows the insurer's provider line, email and portal, with a Copy button. When your claims report prints the insurer's phone or email, Owedex reads it and puts your number first, automatically.

One click

Copy a number or email, or click Call. No more hunting through websites or old sticky notes.

Your numbers first

The number you confirmed, then the one your claims report prints, then the insurer's public provider line.

Never guessed

Public numbers come only from the insurer's own website or provider manual, with the source and the date Owedex checked it.

Before you start: create your free account at app.owedex.com (Guide 0, about 2 minutes). You land in Owedex's demo office, **Bluebonnet Family Dental (made up)**. Every patient, claim and dollar in it is made up, so you can try everything without your own data.

The pictures were taken on Wednesday, October 7, 2026. The demo's dates move with today's date, so your dollar amounts and dates will be different. The steps and screens are the same.

In this guide

1. See the number on a call
2. Add a report that prints the insurer's phone
3. Your number now comes first
4. Copy it
5. Every insurer in one place
6. Read the notes
7. On the claim too

Step by step

1

See the number on a call

Click **Today** . Every call on **Your best moves today** has a box with the insurer's number, what it's for, **Copy** and **Call** , the provider portal, and where the number comes from.

1

Call Delta Dental of Texas about 8 claims

Done [Set aside](#)

Deadline today for 1 of 8 claims. After it, the insurer can refuse them for good.

\$2,382 likely back about 49 min \$3,216 at stake ☎ Lines open until 7:00 PM

☎ **(800) 521-2651** Customer service for dentists

Copy Call

[➔ Delta Dental provider sign-in](#)

Public line from [Delta Dental: Contact us \(dentists\)](#), checked Oct 7, 2026

Delta's member-company list assigns Texas to Delta Dental Insurance Company (payer ID 94276). If the patient's card names another Delta Dental company, call the number on the card.

In the demo, before any report of your own: Delta Dental's provider line **(800) 521-2651**, from Delta Dental's own "Contact us" page.

2

Add a report that prints the insurer's phone

Click **Add files** . On **Outstanding claims report** , choose **dentrix-aging-carrier-phones.csv** from the folder **Sample files (made up)** . It has **Carrier Phone** and **Carrier Email** columns, like many practice-software exports.

✓ **dentrix-aging-carrier-phones.csv** · 5 claims read · 5 new · 0 updated · phone/email for 2 insurers saved (see Today and Settings)

Owedex says what it saved: dentrix-aging-carrier-phones.csv · 5 claims read · 5 new · 0 updated · phone/email for 2 insurers saved (see Today and Settings)

3

Your number now comes first

Back on **Today** , the call shows the number from your report first, marked **From your claims report** , with the public line under it.

1

Call Delta Dental of Texas about 8 claims

Done [Set aside](#)

Deadline today for 1 of 8 claims. After it, the insurer can refuse them for good.

\$2,382 likely back about 49 min \$3,216 at stake ☎ Lines open until 7:00 PM

☎ **(800) 555-0142** **From your claims report**

Copy Call

☎ **(800) 521-2651** Customer service for dentists

Copy Call

[➔ Delta Dental provider sign-in](#)

From your claims report, read Oct 7, 2026 · Public line from [Delta Dental: Contact us \(dentists\)](#), checked Oct 7, 2026

Delta's member-company list assigns Texas to Delta Dental Insurance Company (payer ID 94276). If the patient's card names another Delta Dental company, call the number on the card.

If an insurer's rows in your report show different numbers, Owedex doesn't use that column. That way a patient's phone number is never mistaken for the insurer's.

4

Copy it

Click **Copy** next to the number. The button says **Copied ✓** ; paste it into your phone or softphone. Or click **Call** to dial it from a computer set up for calls.


(800) 555-0142
From your claims report

Copied ✓
Call


(800) 521-2651
Customer service for dentists

Copy
Call


[Delta Dental provider sign-in](#)

From your claims report, read Oct 7, 2026 · Public line from [Delta Dental: Contact us \(dentists\)](#), checked Oct 7, 2026

Delta's member-company list assigns Texas to Delta Dental Insurance Company (payer ID 94276). If the patient's card names another Delta Dental company, call the number on the card.

In the test run, the copied text was exactly **(800) 555-0142**.

5

Every insurer in one place

Click **Settings** , then **Insurer contacts** on the left. **How to reach each insurer** lists every insurer in your claims, with phone numbers, emails and portals, each with Copy.

How to reach each insurer

Provider phone numbers, emails and portals for the insurers in your claims. Copy one with a click. Your own numbers come first: the ones you confirmed below, then the ones your claims report prints (read for 2 insurers). Public lines come only from each insurer's own website or provider manual, with the source and the date Owedex checked it.

Cigna Dental


(800) 555-0177
From your claims report

Copy
Call


(800) 882-4462
Providers: medical and dental (1-800-88CIGNA)

Copy
Call


claims.test@example.com
From your claims report

Copy
Email


[Cigna for Health Care Professionals](#)

From your claims report, read Oct 7, 2026 · Public line from [Cigna: Health care providers](#), checked Oct 7, 2026

Cigna in the picture: your report's number and email, then Cigna's public provider line.

6

Read the notes

Some insurers have no dental claims line of their own, or run different lines for different plans. Owedex says so right under the number.

BCBS of Texas Dental

☎ **(800) 972-7565** Dental Network of America, which runs BCBSTX dental (general inquiri...

Copy

Call

✉ **general_inquiry@dnoa.com** Dental Network of America, general inquiries

Copy

Email

↗ [DNoA Connect: eligibility, benefits and claims \(payer ID 84980\)](#)

Public line from [Dental Network of America: Contact us](#), checked Oct 7, 2026

BCBSTX publishes no dental claims line of its own. Check the number on the patient's ID card first.

Always check the number on the patient's ID card when the note says to.

7

On the claim too

Click a call's title to open the claim. **Who to call** sits right above the call script.

Who to call

☎ **(800) 555-0142** **From your claims report**

Copy

Call

☎ **(800) 521-2651** Customer service for dentists

Copy

Call

↗ [Delta Dental provider sign-in](#)

From your claims report, read Oct 7, 2026 · Public line from [Delta Dental: Contact us \(dentists\)](#), checked Oct 7, 2026

Delta's member-company list assigns Texas to Delta Dental Insurance Company (payer ID 94276). If the patient's card names another Delta Dental company, call the number on the card.

Call script

1. "Hi, I'm calling from the dental office about a claim for Liam H., date of service Oct 7, 2025, claim number 1357/5006, for \$187."
2. "Do you have this claim on file?" If no: ask for a fax or upload address and resend today with the clearinghouse acceptance report.
3. If yes: "What is its status, and is anything needed from us?" Write down exactly what they ask for.
4. "When will it be processed, and can I have a call reference number?"
5. Before hanging up, write down the reference number, the rep's first name and the date.

Want your own number used every time? In **Settings → Insurer phone lines**, add the insurer's line and hours. That number always comes first, and Owedex plans the call while the line is open.

How Owedex works this out

- Public provider lines were checked on October 7, 2026 against each insurer's own website or provider manual (Delta Dental, Cigna, MetLife, Aetna, Guardian, Dental Network of America for BCBS of Texas, United Concordia, DentaQuest Texas, MCNA Texas, UnitedHealthcare Dental Texas). Each one links to its source.
- A newer claims report updates the number; an empty cell keeps the one you had.
- The numbers and emails are the insurer's business contacts. Owedex never stores a patient's phone from your report, and every save is in the activity log.