



Texas RoundUp

Program Updates for Our Texas Dentists

Vol. 1 - April 2012

Dear Doctor,

DentaQuest would like to thank you for participating in the statewide Medicaid and CHIP dental program. To make sure you're in the know on important program developments, we've created **The Texas RoundUp**.

This weekly publication will be posted on the web portal. You can access the free portal by visiting our website www.dentaquesttexas.com.

Where We Are Today

We are pleased to report that we're up and running and have made a lot of progress since the March 1, 2012, go live date. Accomplishments include:

- Our Austin office is open and fully functioning.
- Processing claims and distributing payments on a weekly basis with almost 80,000 claims to date.
- Conducting over 85 provider training sessions throughout the state.
- Our provider relations representatives are traveling across the state making office visits.

"It's always tough to move away from a system you're used to...none of the MCOs have been perfect. But DentaQuest far and away has been the easiest to deal with. Instead of ignoring issues, DentaQuest has been available if only to let us know that "it's currently not working but we are working on it."

*Thanks,
Adrian Gonzales
Star Smiles Pediatric
Dentistry*

What We Are Working On

Claims Issues

During the transitional phase, many dentists have submitted claims to the Texas Medicaid & Healthcare Partnership (TMHP). When DentaQuest received the initial batch of claims from TMHP, the NPI numbers were inadvertently not loaded into our system. As a result, approximately 8,500 claims were suspended. DentaQuest is in the process of updating the claims and anticipate they will be ready for adjudication next week. We'll give you an update on this issue in the next Texas RoundUp. You can submit claims and upload supporting documentation for free on our web portal.

Continuity of Care for Orthodontia

DentaQuest understands there continues to be challenges with processing continuation of care cases for orthodontia. We asked dentists to submit the continuation of care forms and other supporting documentation to ensure we had sufficient information to process claims according to your TMHP approval. Because we did not receive these forms for some cases in progress, our system automatically denied these claims. DentaQuest completed a special check run on March 26, 2012, for claims that were initially denied. Dentists should have already received this payment.

Easy to Update Auto Assignments

In an effort to promote quality and consistent care, HHSC requires that Medicaid and CHIP members be assigned to a main dentist. Members may select their main dentist, as well as their dental management organization (DMO).

Members who do not select a DMO will be auto-assigned to one by HHSC. That DMO will then assign the member to a main dentist. If your DentaQuest patients would like to select you as their main dentist, ask them to visit our website www.dentaquesttexas.com to fill out a main dentist selection form. If they don't have access to the internet, let them know they can also give us a call so we can update their assignment. The Member telephone number is 800-516-0165 for Medicaid members and 800-508-6775 for CHIP members. Our customer service call center is available from 8:00 a.m. to 6:00 p.m. Central time, Monday through Friday.

Customer Service

Want to know if a member is eligible for care? If a prior authorization is needed? No problem. For program administration questions, refer to the office reference manual posted on our website www.dentaquesttexas.com. For member-specific questions such as eligibility or claims history, log on to the web portal. You can also get this information 24/7 from our IVR by calling 1-800-896-2374.

Children of Migrant Farm Workers

DentaQuest is working to identify Medicaid children of migrant farm workers. We want to ensure they receive the care they need prior to them traveling out of state.

If you are treating a child of a migrant farm worker who is assigned to DentaQuest, please call our customer service center at 1-800-896-2374 to let us know. Our customer service call center is available from 8:00 a.m. to 6:00 p.m. Monday through Friday. Our member advocates will make sure these children receive timely dental care.

Broken Appointments

Broken appointments are a costly and unnecessary expense for dentists. To address this issue, we've created a broken appointment tracking system. Simply log on to the web portal to report a broken appointment. Our member advocates will contact these members to educate them on the importance of keeping their appointment and providing advance notice to the dental office if they need to reschedule.

Visit us at the Texas Dental Association's Annual Session

Stop by our booth at this year's TDA annual session in San Antonio, May 3-5, 2012. On Friday, May 4, 2012, DentaQuest's Vice President of Clinical Management Dr. James Thommes and Regional Network Vice President Marcel Tetzlaff will be speaking from 2:00 – 5:00 p.m. on the statewide dental program. Hope to see you there!

Thank you!

We look forward to our continued partnership as we work to give Texas' neediest children a chance to achieve bright oral health futures.