



Texas RoundUp

Program Updates for Our Texas Dentists

Vol. 3 - April 2012

Dear Doctor,

In this week's Texas RoundUp:

- Covered benefit for impacted wisdom teeth
- Understanding the weekly adjudication schedule
- Where to send claims

Covered Benefit for Impacted Wisdom Teeth

Extracting impacted wisdom teeth is only a covered benefit when symptomatic conditions are present, such as pain and infection. When submitting for payment, please provide a narrative that describes the patient's conditions and a pre-operative X-ray. Extracting asymptomatic impacted wisdom teeth is not a covered benefit.

Weekly Adjudication Schedule

We have received several inquiries related to our weekly adjudication schedule. Below is a description of the process:

Step	Day of the week	Action
1	Thursday night/Friday	DentaQuest runs the payment and reconciles the data.
2	Monday	Payments are released. If you are signed up for direct deposit, DentaQuest transfers the funds to your bank. Depending on the bank, funds will be available 24-72 hours after the deposit.
3	Tuesday	Explanation of benefit statements are posted on the provider web portal.
4	Thursday	Any outstanding hard copy checks are mailed.

“ In Your Words

I just wanted to take a moment to let you know that DentaQuest has made this a very smooth transition for us. We also appreciate your user-friendly web portal.

- Dr. Troy Elms



Where to Send Claims

A number of dentists are sending claims to our local office in Austin. Claims are processed out of our Wisconsin location and should be sent to the following address:

**TX HHSC Dental Program -Claims
12121 North Corporate Parkway
Mequon, WI 53092**

Did you know that you can save time and postage by submitting your claims for free on our secure provider web portal? Signing up is easy. Visit www.dentaquestgov.com/selfreg/register.aspx

Thank you for your continued participation in the Texas Medicaid and CHIP dental program!