



Texas RoundUp

Program Updates for Our Texas Dentists

Vol. 17 – February 2013

Dear Doctor,

In this week's Texas RoundUp:

- Personal URLs
- Main Dental Home and ICT Reinstatement
- Reminder: Member's Right to Choose



We Heard You!

In January we held stakeholder meetings throughout the state. We had a great turnout and it was a pleasure seeing so many familiar faces. You made some very good suggestions, and over the next few months we'll tell you about changes we will make as a result of your feedback.

Personal URLs

You told us that it would be helpful to receive email alerts for important information. We will set up personal URL (PURL) pages for our dentists. Similar to email accounts, PURLS will be used to send alerts when information is posted to the web portal and website. Be on the lookout for a postcard that will tell you how to register.

Main Dental Home and Interim Care Transfer Process Reinstated March 1, 2013

The Main Dental Home and Interim Care Transfer (ICT) process will be reinstated on March 1, 2013. To ensure referrals for non-main dental home general and pediatric dentists are received prior to treatment, we will accept ICT forms starting February 15, 2013 for dates of service March 1-8, 2013.

Please consider the following guidelines to ensure your claims are paid upon first submission.

Main Dental Home (General and Pediatric Dentists)

- Verify the member is assigned to you or you are seeing them for an interim care referral.
 - If neither is the case, the member must contact us to update their main dentist assignment.
 - Members may change assignments via web, fax, or by calling our customer care center. Instructions appear on our website www.dentaquesttexas.com under the "Members" section.

- If you are treating a member after normal business hours, they can update their main dentist assignment via email or fax.
 - The form must include the date of the appointment.
 - The member must sign the documents being faxed.
- Email and fax submissions can take up to three (3) business days to process.
- Check the portal to verify the member assignment was updated prior to submitting claims. This will prevent you from having to resubmit.
- If you practice from multiple locations, you can treat your members at any of the credentialed offices.
- Every effort should be made to schedule the member with their main dentist. If the main dentist isn't available on the day of the appointment, the member may see another dentist - but only at the same location of their main dentist.

Interim Care Transfer

- If you're referring a member to another general or pediatric dentist, please use the Interim Care Transfer (ICT) form. Remember, the dentist must be credentialed with us.
- The main dentist is responsible for completing the ICT form. The referral dentist is responsible for contacting us at 1-800-896-2374 to confirm the form is on file prior to rendering services.
- An ICT form is not required if you are referring a member to an associate at the member's assigned location or to a specialist (excluding pediatrics).
- If members are seen by an associate at their assigned location, they may submit the ICT form.

Member's Right to Choose

Please remember that members have a right to choose their main dentist. Dentists may not provide incentives or gifts to persuade members to select them as their main dentist. This is a violation of HHSC's direct marketing guidelines. Please refer to section 10(k) of the Uniform Managed Care Manual for more information on marketing policies.