



TEXAS ROUNDUP

PROGRAM UPDATES FOR OUR TEXAS DENTISTS
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“As a new practice and being a new DentaQuest provider, we have really appreciated having Linda Ortiz as our provider relations contact. She has been an excellent resource and support. DentaQuest is always quick to respond to our questions, and Linda has been very welcoming to us as we’ve joined the DentaQuest network.”

Leah
Basin Pediatric Dentistry | Midland

ADMINISTRATIVE REMINDERS

Main Dental Home Change Request

If your patient needs to change their Main Dental Home assignment, please have them contact DentaQuest in one of three ways:

- Fax a “Change Main Dentist” form to 1-800-936-0913
- Online via e-mail by visiting www.dentaquesttexas.com
- Call DentaQuest’s customer care center:
 - Medicaid members can call 1-800-516-0165
 - CHIP members can call 1-800-508-6775

The request must be signed by the member/HOH/parent/guardian, dated and submitted on or before the date of service. Please note that fax and e-mail requests may take us up to three days to complete.

Appealing Claims Denied for Main Dental Home Assignment

One of the most common appeal reasons for denied claims is that the member has not been assigned to a provider. The denial language states: “Submitting Provider is not the Member’s Primary Care Dentist.”

Please remember that while it is the member’s responsibility to request the Main Dental Home change, it is the office’s responsibility to verify the change has been made prior to treatment. Requests for PCD changes received after the date of service will not be backdated and your claim will not be paid.





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Below is information you'll want to hang on to in case your claim is denied and you choose to file an appeal.

- Fax us the "Main Dental Home Change form on behalf of the member. **Keep the confirmation page with date and time of fax – this serves as documentation that can be submitted with your appeal.** Remember, the change form must be signed by member/HOH/parent/guardian, dated and submitted on or before the date of service.
- If the member calls to change their Main Dental Home provider, ask to speak with the customer service representative immediately after the member completes the request. The representative can give you a reference number. **This reference number serves as documentation that can be submitted with your appeal.**

Please do not submit an appeal without including documentation of the Main Dentist change.

Debanding for Transfer Cases

An orthodontia case is considered a "transfer" when the dentist completing treatment is not the same dentist or entity that began the treatment. Prior authorization is required for debanding (D8680) on transfer cases and should be submitted once the treatment is complete.

When submitting the request, please indicate that the case is a "transfer" in box 35 of the ADA claim form or in the optional comments box on the portal. Transfer cases will be paid under the fee structure that went into effect on March 1, 2012. D8680 should be submitted with a quantity of one, and a fee of \$697. Please include the same information when submitting claims. Failure to follow these instructions may result in the claims paying at the old continuation of care fee under TMHP.

DENTAQUEST INSTITUTE LAUNCHES ON-LINE LEARNING CENTER

The independent DentaQuest Institute is a national organization providing clinical care and practice management solutions to help dentists improve oral health. It works with clinical partners across the country to create more effective approaches to prevent and manage oral disease.

The DentaQuest Institute recently launched a free online dental learning center, allowing dental professionals to earn Continuing Education Units for completing learning modules. These modules include self-paced curriculum on prevention and disease management of caries, from birth to maturity.





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Users can also:

- Participate in webinar presentations from experts in clinical care improvements, practice management, and safety net dentistry
- Learn about quality improvement initiatives being conducted by the DentaQuest Institute
- Browse a library of professional guidelines, safety-net dental-specific policies, procedures, and templates

To learn more or to register, please visit <http://www.dentaquestinstitute.org/learn/online-learning-center>.

PROVIDER SPOTLIGHT: Dr. Jason Zimmerman, M.S.

Dr. Zimmerman is a board certified pediatric dentist in the Dallas/Fort Worth area serving children at the Children's Dental Services of Texas – Safari Division. In addition to his busy practice, Dr. Zimmerman is on staff at the Cook Children's Medical Center and the Texas Pediatric Surgical Center.

Dr. Zimmerman is a graduate of Texas A&M University and received his D.D.S. from Baylor College of Dentistry in Dallas. He completed his residency in pediatric dentistry and received his certificate and master's degree in pediatric dentistry from the University of Minnesota School of Dentistry.

Dr. Zimmerman serves on the executive board of the Cook Children's Oral Health Coalition and is a member of the Texas Academy of Pediatric Dentistry, Texas Dental Association, American Academy of Pediatric Dentistry, American Dental Association, and Fort Worth District Dental Society. He also serves on the DentaQuest Provider Advisory Committee.



In his free time, Dr. Zimmerman enjoys spending time traveling with his wife and two children. They are also active members of their church.

