



## TEXAS ROUNDUP

PROGRAM UPDATES FOR OUR TEXAS DENTISTS  
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DentaQuest

### IN THIS ISSUE

#### Administrative Reminders:

- Main Dental Home assignments
- Orthodontia cases approved by TMHP
- Training opportunities
- We're here to help!

Provider Spotlight: Dr. Monica Anderson

*"DentaQuest has been the easiest to work with concerning the Medicaid and CHIP programs. We have the least bit of problems with claims and payment of claims. The website is easy to work with and we are thankful for that also."*

Brenda Morrow  
Bright Smiles Dental | Pflugerville

### ADMINISTRATIVE REMINDERS

#### Main Dental Home assignments

Please remember that Main Dental Home assignments must be verified via the DentaQuest portal. If the member is not assigned to your office, we must receive the request on or before the date of service. If a member is seen after hours or on the weekend, the change can be made by the member via fax or on the member portal at [www.dentaquesttexas.com](http://www.dentaquesttexas.com). Please make sure the date of service is listed on your submissions. We will only backdate forms received afterhours or over the weekend.

*Example: You provide care to a member after 6 p.m. on a week day or on the weekend. The change form must be completed and submitted while the member is in the office. DentaQuest will process the change the next business day for the date of service. The claim will be denied if changes are not submitted **on or before** the date of service.*

If you receive a denial that states: "Submitting Provider is not the Member's Primary Care Dentist," please check the portal to see if the member was assigned to you for the date of service **prior** to filing an appeal. If the change was made and the claim is within 95 days from the date of service, please resubmit the claim. An appeal is not necessary and could delay reprocessing by up to **30 days**.

If you choose to appeal the claim decision, you must provide documentation that the change form was submitted on or before the date of service to be considered for payment. This would include a fax transmission form that reflects the date and time or a reference number if the change was made by phone.





# DentaQuest<sup>®</sup>

## Orthodontia cases approved by TMHP

Claims for orthodontic treatment approved by TMHP must have a valid authorization for services on file. If you are the original treating orthodontist, please make sure you submit the continuation of care information. If you are not the original treating orthodontist, please follow the transfer of services process. Claims submitted without a valid authorization on file will be denied.

## Training opportunities

We have several training opportunities throughout the second half of 2013. Topics include:

- Best practices to run an efficient office
- New provider orientation
- Cultural sensitivity
- Texas Health Steps
- Filing electronic appeals

The schedule is located under the "training schedule" tab at [www.dentaquesttexas.com](http://www.dentaquesttexas.com).

## We're here to help!

If you have a concern that you feel has not been addressed to your satisfaction, please contact your provider relations representative before you file a complaint. Most issues can be resolved through this process. A list of provider relations representatives can be located at [www.dentaquesttexas.com](http://www.dentaquesttexas.com) under the "training schedule" tab.

## PROVIDER SPOTLIGHT: Dr. Monica Anderson

DentaQuest's lead Texas Dental Director Monica Anderson, D.D.S. "Dr. mOe," is a native Texan and graduate of Baylor University.

She earned her doctorate in dental surgery from the University of Minnesota School of Dentistry in 1988. Upon graduation, she worked at the University of Minnesota's Boynton Health Clinic while establishing a private practice in Minnetonka, Minnesota.

In 1993, she and her family returned to Texas. She worked as a dental director for the JPS Health Network in Fort Worth before establishing her private practice in Arlington.

In addition to managing our team of Texas dental directors, Dr. Anderson also co-chairs the Provider Advisory Council. She is a contributing writer for Drbicuspid.com, a motivational speaker, and an active volunteer in the Austin community. She is a mother of two and a proud grandmother.

