



TEXAS ROUNDUP

PROGRAM UPDATES FOR OUR TEXAS DENTISTS
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DentaQuest

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“We are very pleased with DentaQuest. We have no trouble getting paid or when we call in for any type of information that we need on any patient.”

Dr. Richard Anderson
San Antonio

NEW CHIP ID NUMBERS EFFECTIVE OCTOBER 1, 2013

As a result of the TIERS eligibility system updates, CHIP members will receive new ID numbers. This change is necessary to ensure the number is recognized by the system. By October 1, 2013, all CHIP members will have received a new ID number. The new ID will be a **nine-digit numeric** number as opposed to the current alphanumeric ID number. In September, members will receive a sticker with their new ID number to place on their cards over the existing ID number. Please make sure you are verifying eligibility and submitting claims using the new ID number for services provided on or after October 1, 2013.

Please use the old alpha-numeric CHIP ID number for services provided before October 1, 2013, with one exception. The exception is for CHIP perinatal members who enroll on or after September 3, 2013. These members already received their new ID number so you may immediately begin billing using the new CHIP ID number.

If you don't use the appropriate CHIP ID number to bill services, the claim will be denied. However, you can resubmit a corrected claim within 95 days from the original date of service or appeal a claim denial older than 95 days from the original date of service using the standard appeals process.

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.





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PROVIDER SPOTLIGHT: Dr. Chetana Sarjapur

Dr. Chetana Sarjapur is a full-time member of the clinical review team at DentaQuest. She received her BDS and MDS in orthodontics and Dento-Facial Orthopedics from India. Dr. Sarjapur completed an advanced standing program and received her DDS from the University of New York University College of Dentistry.

Dr. Sarjapur started her career in the year 2000 as an orthodontist and an assistant professor in department of orthodontics at the Bapuji Dental School, one of the best departments in India providing post-graduate education for orthodontics. She also served as the clinical director of orthodontics for the Ministry of Health Specialist Center in Saudi Arabia. After she earned her DDS in 2010 from NYU, she moved to Austin, Texas and has been part of private practice.

Dr. Sarjapur is actively involved in orthodontic research and has presented scientific papers at various national and international scientific meetings in Asia and the Middle East. She is a member of the American Dental Association, Indian Orthodontic Society, and American Association of Orthodontics.

Dr. Sarjapur and her husband Yogish, along with their 18-month-old baby, live in Austin. During her spare time she enjoys music, painting and traveling. As a family, they volunteer for local charities to help underserved members of their community.

