



DentaQuest

TEXAS ROUNDUP
PROGRAM UPDATES FOR OUR TEXAS DENTISTS
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HOW TO GET CORRECTED CLAIMS PAID FASTER

At DentaQuest, we understand that there are times when you may submit a claim, only to realize upon receiving payment that the claim was submitted with an error. DentaQuest offers a few different options for you to correct these claims quickly and hassle-free.

For faster service on claim corrections, you may choose one of the following methods:

- **Electronic (Web portal)** – Submit your request via our Web Portal and place one of these key words: “Correct Claim,” “Adjustment” or “Resubmitted Claim” in the “notes” box as a description of the change or update you are requesting.

Testimonial

“I would like to start by thanking DentaQuest for having a very competent and knowledgeable staff across the board. I must say the first smart move made by DentaQuest management, as far as we are concerned, was assigning Linda Ortiz to be our rep for all our Texas clinics. This made the communications and response times very seamless and efficient.”

“Linda has been more than just a rep for Familia Dental. I can't mention everything she has done for us in this short testimony. I have seen emails from her resolving our issues on weekends and late nights. My staff in different departments speak highly of Linda. I know she is not responsible for every dealing we may have with DentaQuest, however she has made it a "one-stop shop" for us. For us, it's always Linda who we contact and it gets done, as simple as that. My only regret is that there is only one Linda, and we have to deal with many other entities who do not have a Linda on board.”

“We at Familia truly value our working relationship with DentaQuest and obviously with Linda Ortiz. We hope to continue and grow our collaboration for many years to come.”

– Kayvan Azar
V.P of Recruitment, Familia Dental, El Paso, Texas





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Optional Information

Accident Type Accident State

Office Ref# Referral # Accident Date

Emergency COB EPSDT

Notes: Please enter your NEA Attachment ID, if needed.

- **Electronic (clearinghouse)** – Submit your request via clearinghouse and include one of these key words: “Correct Claim,” “Adjustment” or “Resubmitted Claim” in the applicable field as a description of the change or update you are requesting.
- **Paper** – Submit your request via ADA claim form and include one of these key words: “Correct Claim,” “Adjustment” or “Resubmitted Claim” in Box 35 (“Remarks”) on the claim form as a description of the change or update you are requesting. Call our Customer Care Center. We would be happy to void out erroneous submissions so that your corrected claim can be resubmitted for payment.

Corrected claims must be submitted within 95 days from the original date of service.

WE NEED YOUR HELP!

Children of Migrant Farm Workers

We want to make sure children of migrant farm workers receive the dental care they need before leaving the state. While this information is provided to us from HHSC, some children may fall through the cracks. This is where your help comes in. If you identify a child of a migrant farm worker, please send a secure email to lucy.roman@dentaquest.com. Include the child’s name, member ID number and date of birth. We’ll add them to a roster that our member advocates reference to follow-up with these families on a consistent basis.





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PROMOTING OFFICE EFFICIENCY

Take advantage of our convenient Web portal

We know your goal is to maximize patient time and minimize administrative tasks. That's our goal too. Promoting the efficiency of your practice is a top priority. And one of the best ways to maximize your time is to take advantage of our free web portal at <https://govservices.dentaquest.com>.

Each week, we take a look at the type of calls we receive from providers. The five most common call types are listed below. Did you know the majority of these call types can be addressed using the portal?

Call type	Do I need to call the contact center?	How can the web portal help me?
Authorization status check	No	Authorization status is available under the "Claim/Pre-Authorization State Search" feature.
Claim status check	No	Claim status is available under the "Claim/Pre-Authorization State Search" feature.
EOB questions	Maybe	First review the EOB on the portal. If you still have questions, then give us a call.
Verify member eligibility	No	Member eligibility is available under "Member Eligibility Search" feature. Print out the eligibility form and saved it - it serves the same purpose as receiving a reference number from the contact center.
Reporting broken appointments	No	You can <i>only</i> report broken appointments through the portal. Each week, we generate a report that lists those members who missed appointments. We contact them to provide education on the importance of keeping their appointment, and help them reschedule.

PROVIDER INCENTIVE PROGRAM

Through the provision of prevention focused dental care, children in Texas will have their best chance at achieving a bright oral health future. It is critical that you get your assigned members in for these preventive services in order to reduce the incidence of more serious treatments later in life.





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In 2013, we aligned provider incentives with sealant and fluoride treatments, and beginning on March 1 of this year, we added additional preventive services to the mix to further support the achievement of good oral health among program members. These additional codes include:

- Texas Health Steps Dental Checkups for Medicaid Members: **D0120, D0150, D0145**
- Annual Dental Visits for CHIP Members: **D0120-D0999**
- Dental Preventive Services for Medicaid and CHIP: **D1110, D1120, D0145, D1206, D1208**
- First Dental Home Visit for New Members: **D0145**
- Diagnostic Dental Services for Medicaid and CHIP: **D0100-D0999**
- Sealants for Medicaid and CHIP Members: **D1351**

Please refer to the ORM to verify what benefit codes are applicable for each program. An example would be D0145. This is only applicable to TX Medicaid for ages 6–35 months.

The next incentive measurement period will end **August 31, 2014**. However, we suggest that every effort is made to get your members in by July 31, 2014 and submit claims in a timely manner to ensure services are included in the next incentive measurement period.

We are grateful for the work you do every day to improve the oral health futures of the children of Texas, and we urge you to provide the preventive services listed above. Thank you for supporting the success of the Texas Medicaid and CHIP dental program.

