



DentaQuest

TEXAS ROUNDUP
PROGRAM UPDATES FOR OUR TEXAS DENTISTS
VOL 37 | August 2014

IN THIS ISSUE:

- Rosters for Members Not Seen
- Portal Enhancement
- Provider Incentive Program
- STAR+PLUS Expansion

ROSTERS FOR MEMBERS NOT SEEN

Rosters were mailed to all offices for “members not seen” the week of 07/21/2014.

The rosters were provided as a courtesy to help providers identify members that may need services based on DentaQuest records. The rosters were as of 05/31/2014 and the following situations may apply where no action would be necessary:

1. Member may no longer be eligible
2. Member may have changed plans or changed main dentist
3. Member may have an appointment scheduled already
4. Member may have been with another plan and had services performed. If the member came to us from TMHP or MCNA, we may not have complete history
5. Member may have been seen already and history was not updated as of 05/31/2014 depending on when claim was submitted

In addition, please remember that a member that appears on your roster is considered to be your member even though they may not be a patient of record. These members typically are assigned via the auto assignment process. Any member that is on your roster may be contacted regarding needed services.

Testimonial

“I deal with a LOT of insurance companies and have to say that my experience with DentaQuest has by far been the best. It’s nice to have a local rep that can directly answer your questions. Not just that, but my rep Candace Nash is incredibly polite and helpful. My job would be a LOT easier if every insurance company had reps like her. Phone reps for DQ are also top notch and the web site is superb. Thanks!!!”

Jacob King
Arte Dental Care
Dallas, Texas





DentaQuest

PORTAL ENHANCEMENT

DentaQuest has enhanced the Panel Rosters on the provider portal to now reflect the date that a member is added to your roster. If a member loses eligibility and then becomes eligible again, the effective date will update. We hope that this will assist you with identifying any new member added to your roster so that they can be contacted for services. Please remember that any new member should receive a checkup within 90 days of being assigned to a main dentist. If the member was assigned to MCNA or TMHP, we may not have complete history; therefore, no action is needed if they were a member of record and you have history showing all services are current.

<u>Member Name</u>	<u>Member Number</u>	<u>Location Name</u>	<u>Line Of Business Name</u>	<u>DOB</u>	<u>Plan</u>	<u>Dentist Effective Date</u>	<u>Language</u>	<u>Address</u>	<u>Home Phone</u>
--------------------	----------------------	----------------------	------------------------------	------------	-------------	-------------------------------	-----------------	----------------	-------------------

CURRENT PROVIDER INCENTIVE PLAN

A reminder that the provider incentive plan has been enhanced to include the following services:

CHIP

- Annual Dental Visits for ages 2–18
- Dental Preventive Services
- Sealants (ages 6–9) for first molars
- Sealants (ages 10–14) for second molars

Medicaid

- Dental Preventive Services
- Sealants (ages 6–9) for first molars
- Sealants (ages 10–14) for second molars
- Texas HealthSteps dental checkups
- Texas HealthSteps dental checkups within **90 days** for new members

[Cont.]





DentaQuest

Please remember that the sealant measures are specific to the following:

- Sealants (ages 6-9) for first molars – TID's 3, 14, 19, 30
- Sealants (ages 10-14) for second molars – TID's 2, 15, 18, 31

DentaQuest anticipates the next incentive payment will be made in October for services performed March 1, 2014 through August 31, 2014. Please make every effort to provide needed services to members no later than August 31, and submit claims as soon as possible to ensure services are counted in the next incentive period.

STAR+PLUS EXPANSION, EFFECTIVE SEPTEMBER 1

DentaQuest is pleased to announce that effective September 1, 2014, our health plans will be expanding their current STAR+PLUS Medicaid programs into the Northeast Texas, Central Texas, and West Texas Medicaid Rural Service Areas (MRSA). In addition, individuals with Intellectual and Developmental Disabilities (IDD) will be included in the STAR PLUS program effective September 1, 2014.

Please remember that the Interactive Voice Response (IVR) system is available 24 hours a day, 7 days a week to provide up-to-date information regarding member eligibility, claim status and much more. In addition, eligibility and benefits associated with our programs can be found in the Office Reference Manual online at www.dentaquesttexas.com, or you may contact us directly via phone at 888-308-9345.

Thank you for your continued participation with DentaQuest and commitment to serving the STAR+PLUS population in Texas!

REMINDER

The DentaQuest Provider Hotline Number is 800-896-2374. This line is staffed with customer service agents specifically trained to assist providers. Effective August 1, 2014, if your office calls the Member line, you will be transferred to a DentaQuest Provider Specialist for assistance.

