



# DentaQuest

**TEXAS** ROUNDUP  
PROGRAM UPDATES FOR OUR TEXAS DENTISTS  
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## DENTAQUEST IN THE COMMUNITY

DentaQuest volunteers participated in the Texas Mission of Mercy (TMOM) event in Williamson County on August 1 and 2. The Williamson County event served approximately 860 people and completed \$560,000 of dental work in two days.

Texas Mission of Mercy (TMOM) is a mobile dental clinic that travels around the state providing basic dental care, including cleanings, fillings and extractions, free of charge to uninsured Texans. Treatment provided at a TMOM is focused on relieving pain. Volunteer dentists examine and will determine the most necessary treatment for each patient. Since 2001, TMOM events have provided more than 29,000 patients with nearly \$15 million worth of charitable care.

### Testimonial

*We have had a great experience while working with Tammy Tschirhart in getting our new Dental Clinic registered as a provider. She was very cooperative and helpful and answered every question very diligently and with complete details. Whether it was setting up of our new profile, a billing issue, how to submit claims, patient's eligibility check – everything required for us be a good and efficient provider – she has helped and guided us through the process.*

*It was due to her great support that we were able to get started in a very short period of time. We are greatly thankful, and if I had to do it all over again for a new office, I would definitely prefer Tammy to be my DentaQuest representative.*

*I look forward to a long relationship with DentaQuest.*

**Dr. Dimple Sharma, DDS**  
Grand Oaks Dentistry  
Austin, Texas





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## PROVIDER INCENTIVE PROGRAM

DentaQuest will be adding an additional incentive payment for September through November, 2014. More information will be sent over the next couple of weeks.

## PROVIDER TRAINING

Please make sure to visit [www.dentaquesttexas.com](http://www.dentaquesttexas.com) for a complete schedule of available provider trainings. Available trainings are as follows:

- DentaQuest Provider Training – a must for all new providers; includes information on claims, portal, authorizations and much more
- Cultural Sensitivity
- Texas HealthSteps
- DentaQuest Best Practices
- Health Plan Training – Amerigroup, HealthSpring and Superior
- STAR+PLUS IDD programs and STAR+PLUS MRSA Expansion

In addition to the above, we will be adding additional trainings for App Central, our online credentialing system. Please remember that training is also available at any time by contacting your provider relations representative.

## PREVENTIVE/RECALL APPOINTMENTS – AS IMPORTANT AS SUNSCREEN

You wouldn't send your kids out to play in the sun all day without reminding them to put on their sunscreen. And you shouldn't send your patients out of your office without reminding them to schedule a preventive/recall appointment.

Preventative treatment such as prophylaxis, fluoride treatment, and oral hygiene instruction promotes pain-free dental health. Six-month recall appointments are important because early signs of periodontal disease can be detected and treated.





# DentaQuest<sup>®</sup>

As a dental provider, please encourage your patients to come back to your office for their six-month recall. If you do not have your own system for recalling patients, here are some suggestions:

- Mail appointment reminders
- Make reminder phone calls 48–72 hours in advance of an appointment
- Adjust office hours to best accommodate your patient population
- Hang posters around the waiting room listing the benefits of visiting the dentist every six months
- Remind patients at the beginning of an appointment that they will need to schedule their six-month recall before leaving that day

Imagine the impact you will have on the oral health of your patients by reminding them about the importance of regular dental checkups and help them to enjoy a lifetime of healthy teeth and gums.

