



# DentaQuest

**TEXAS** ROUNDUP  
PROGRAM UPDATES FOR OUR TEXAS DENTISTS  
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## Directory Updates

DentaQuest would like to remind all providers that provider directory information must be updated when a change is made in your office. This includes, but is not limited to the following information:

- New provider added
- Provider termed from location
- Provider status change from primary to fill-in
- Telephone and / or fax number change
- Office hours
- Ages treated
- Languages spoken
- Handicap accessible (yes/ no)

Dear DentaQuest,

My name is Dr. Andrew Chen and I work at Unico Dental/Chen Kim PLLC. I just wanted to let you guys know that Maribel has done such a great job with us, and has made our experience working with your company very easy and productive and enjoyable. She was very helpful and fast during the credentialing process and helped us get up and running quickly. She is also very diligent about checking up on us to make sure that we are doing well with the whole claims and billing process. Overall, DentaQuest is easy to work with and the process is efficient and smooth, so we really haven't had any incidents that I can think of. I just wanted to take the time to make you guys aware of our experience with your company. I want to make sure that Maribel receives the credit that she deserves for working so well with us and for making things easy for us as providers. Thank you so much for the opportunity to give you some feedback.

Regards,

Dr. Andrew Chen

Unico Dental/Chen Kim PLLC





# DentaQuest

Effective **May 15, 2018**, DentaQuest implemented the following process to ensure the directory accurately reflects active / treating providers at each location:

- Any provider with zero claims submitted in **6 months** will be removed from the directory
- Any provider with zero claims submitted in **12 months** will be terminated from the network
- Any provider that is listed with an incorrect / non-working phone number will be removed from the directory until the information is corrected and validated

Please access your provider list on the portal and update any information that is not currently accurate.

## Member Portal

DentaQuest members can find all their dental information in one place – the DentaQuest secure member website. Members have access to:

- ✓ Download and print ID card
- ✓ Find a provider or change main dentist
- ✓ View Medicaid / CHIP dental program benefits
- ✓ Get additional help when needed
- ✓ Encourage your members to register

**REGISTER NOW!** [MemberAccess.DentaQuest.com](http://MemberAccess.DentaQuest.com)  
Find all of your dental information in one place –  
the DentaQuest secure member website

**Get signed up today!** For each member registering, you will need:

- **First and last name** exactly the way it appears on the member's ID card
- **Date of birth**
- **Medicaid or CHIP ID number**
- **Email address** – this will be your username when you finish registering

 **CHIP Member Services**  
1-800-508-6775

 **Medicaid Member Services**  
1-800-516-0165

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# DentaQuest

Coming Soon – **New Provider Portal**



Additional information will be provided mid-June 2018.

## **YourTexasBenefitsCard.com Provider Portal**

YourTexasBenefitsCard.com offers Medicaid providers instant access to available health information and eligibility verification of Medicaid patients enrolled in managed care or fee-for-service. Take this quick tutorial to learn how you can enhance practice efficiency, care coordination, and patient outcomes.

Pick the features that are most important to your practice and learn more now at [YourTexasBenefitsCard.com Provider Portal Tutorial](https://www.yourtexasbenefitscard.com/provider-portal/tutorial).

