



TEXAS ROUNDUP

Program Updates for Texas Dentists

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DentaQuest®

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COVID-19

DentaQuest is closely monitoring – and working hard to prevent – the spread of COVID-19, also known as coronavirus. The health and safety of our employees, partners, patients and communities is a top priority, and we want to ensure everyone has access to the right resources in this challenging time. Please see our COVID-19 page for regular updates from DentaQuest. For local guidelines and updates, refer to Texas Dental Associates (TDA) for additional information.

<http://www.dentaquest.com/covid19/>

EFT and Electronic Claims

COVID-19 is a serious public health issue that's changing the way we all do business. We understand the struggles you're facing, and we're preemptively working to minimize any business impact as best we can. We continue monitoring the issue, and we've identified a first step to keep things on track. To reduce the chance for delays in claims processing and payment, it is strongly recommended for all providers to submit claims electronically and enroll in Electronic Funds Transfer (EFT). If you have questions about EFT, please contact your Regional Provider Partner via email or phone.

TESTIMONIAL

DentaQuest has done a fantastic job partnering with providers and creating a great network for oral healthcare in Texas through great feedback, listening to both patients and providers in the network, and really building an environment conducive to continuous quality improvement. Its leaders truly care about great outcomes while maintaining the best interests of both patients and providers alike.

Rodeo Dental & Orthodontics

WELCOME TO PREVENTISTRY®



Reminder: ADA Claim Form Update

Effective immediately, please utilize the 2018 or 2019 ADA Claim Forms and assessment codes for any paper claims submissions. Paper claims received on an ADA claim form version older than 2018 after 4/1/2020, are subject to denial.

Reminder: Restorations – Standard of Care

Effective 2/1/2020 (TX Medicaid and CHIP)

DentaQuest communicated information on October 29, 2018 regarding the standard of care review that will be effective February 1, 2020 for restorations repeated within 36 months. After further review, DentaQuest has updated Identical Restorations to prior authorization or prepayment review. Codes: D2140, D2150, D2160, D2161, D2330, D2331, D2332, D2335, D2391, D2392, D2393, D2394.

Provider Portal Update: Interim Care Transfer (ICT)

DentaQuest is excited to announce an added feature to the interactive provider portal. Starting on Friday, April 10th, 2020, each registered user will have the capability to submit and view Internal Care Transfers (ICTs) on the portal. This newly added feature will help simplify the ICT process and enable faster processing.

Interim Care Transfer (ICT) is a process that is to be utilized when a Main Dentist Dental Home Provider (Main Dentist) determines that it is necessary for another Main Dentist (general or pediatric dentist) to provide interim care to a Member.

D9500 Submission Reminder

As a reminder D9500 is to be used only on the submission of the pre-authorization, when anesthesia will be administered by a Medical Anesthesiologist and/or services are scheduled to be performed in an outpatient setting. The submission of the pre-authorization must include the following:

- Tentative procedure date(s) of service and facility name in "Box 35" (remarks) of the ADA claim form.
- Place of service must also be indicated in "Box 35" of the ADA claim form.
- Narrative and other supporting documentation establishing medical necessity.

D9500 should not be submitted on the claim for payment.

Texas Health and Human Services Re- Procurement Member Enrollment Notification

Notifications are scheduled to be sent to members from the Enrollment Broker, MAXIMUS, alerting them of the upcoming changes to the Medicaid and CHIP dental programs. Members will have the choice of three dental plans: DentaQuest, MCNA and United Healthcare Dental effective 9/1/2020. Members only need to complete the received documents if they wish to switch dental plans; no action is required if they would like to remain with their existing plan.

Please refer the members to the contact number and/or website listed on the notification if they have questions.