

Dear Medicaid Dental Provider,

Medicaid claims submitted to DentaQuest for payment must contain accurate billing provider/entity and treating provider information to be adjudicated. Claims with inaccurate or incomplete information will be denied and the Explanation of Benefit (EOB) will include the processing policy 2143 - "The Billing NPI was not submitted and/or is not on file. This is required for claims submission."

The billing provider/entity information on the claim must match the billing information the provider used to register with HCPF/DXC as a Medicaid provider. Providers are encouraged to check their EOBs for claim denials and to resubmit their claims with the correct billing NPI.

If you use a clearinghouse, please confirm that the correct information is being populated on the claim. DentaQuest has noticed these errors occur more frequently when clearinghouses are used.

If additional assistance is required, please contact your DentaQuest Provider Relations Representative:

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Western Colorado  
Currently vacant  
Please contact any other PR Rep