Frequently Asked Questions

MARYLAND HEALTHY SMILES DENTAL PROGRAM

1. **What is the **Maryland Healthy Smiles Dental Program**?**

   The **Maryland Healthy Smiles Dental Program** is the Maryland Medicaid dental program that provides coverage for children under age 21, pregnant women 21 years of age and older, and children and adults enrolled in the Rare and Expensive Case Management (REM) program.

2. **What kind of support does DentaQuest offer providers?**

   DentaQuest offers a variety of resources to answer questions or concerns about the **Maryland Healthy Smiles Dental Program**.
   - Office Reference Manual
   - Provider web portal
   - Dedicated provider services call center
   - Field provider relations representative assigned to each provider in Maryland

3. **What type of information can be accessed using the DentaQuest provider web portal?**

   Providers have access to several options including:
   - Member eligibility verification
   - Claims submission
   - View claim status
   - Create claim tracking reports
   - Member treatment history

4. **How do I enroll as a provider?**

   DentaQuest has a streamlined enrollment process for the **Maryland Healthy Smiles Dental Program**. Please call 1-888-696-9598 for an application. For more details on the **Maryland Healthy Smiles Dental Program**, you can also contact the DentaQuest provider relations representative for your area:

<table>
<thead>
<tr>
<th>Andrea Cameron-Belvin</th>
<th>Alleghany County, Baltimore City, Baltimore County, Carroll County, Garrett County, Washington County.</th>
<th>240.790.3046</th>
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<tr>
<td>Nakia Coleman</td>
<td>Anne Arundel County, Calvert County, Charles County, Prince George’s County, St. Mary’s County.</td>
<td>240.790.3065</td>
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<td>Erika Lattimore</td>
<td>Frederick County, Howard County, Montgomery County.</td>
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<td>Open</td>
<td>Caroline County, Cecil County, Dorchester County, Harford County, Queen Anne’s County, Kent County, Somerset County, Talbot County, Wicomico County, Worcester County.</td>
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5. If I join the network, how can I control my level of participation in the *Maryland Healthy Smiles Dental Program*?

DentaQuest’s patient referral database allows providers to clearly define the practice type (adult only, children only, adults and children) and how many patients they can handle. DentaQuest will only make referrals to the provider in accordance with the provider’s practice profile.

6. What is the fee schedule for *Maryland Healthy Smiles Dental Program*?

Contact your area DentaQuest provider relations representative for the *Maryland Healthy Smiles Dental Program* Office Reference Manual and fee schedule. The fee schedule is also located in the provider agreement: [http://www.dentaquest.com/getattachment/State-Plans/Regions/Maryland/LA-Dentist-Page/Provider-Service-Agreement-Maryland-Healthy-Smiles-2013.pdf/](http://www.dentaquest.com/getattachment/State-Plans/Regions/Maryland/LA-Dentist-Page/Provider-Service-Agreement-Maryland-Healthy-Smiles-2013.pdf/)

7. How do I submit claims for payment?

DentaQuest receives dental claims in four formats. These formats include:
- Electronic claims via DentaQuest's website ([www.dentaquest.com](http://www.dentaquest.com)).
- Electronic submission via clearinghouses
- HIPAA Compliant 837D File
- Paper claims

8. What is the process for submitting claims electronically through DentaQuest's website?

Submitting claims via the website is very quick and easy. Participating providers may submit claims directly to DentaQuest through the “Provider’s Only” section of our website. It is especially easy if you have already accessed the site to check a member’s eligibility prior to providing the service.

- Log on to [www.dentaquest.com](http://www.dentaquest.com). Once you have entered the website, click on “DentaQuest”, and then click on “For Providers Only.”
- Log in using your password and ID.
  - First time users will have to register by entering their DentaQuest 6-digit Location ID prior to logging in.
- Once logged in, select “enter a claim now” and enter the member’s applicable information in the field provided.
  - It is NOT necessary to enter the member's last name and/or first initial; only the identification number, date of birth, and date of service are required.
- Click on the word “before” that appears below the member’s DOB field to verify eligibility and populate the name fields automatically. Once this information is generated you may now begin to enter the claim line detail to complete the submission.

If you have questions on submitting claims or accessing the website, please contact our systems operations department at 800.341.8478 option 7 or via e-mail at: eclaims@dentaquest.com.
9. What is the process for submitting claims to DentaQuest via the clearinghouse?

Dentists may submit their claims to DentaQuest via Affiliated Network Services (ANS). DentaQuest’s current relationship with ANS offers free transmission for ALL DentaQuest claims. For more information regarding this arrangement, contact ANS at 800.417.6693, extension 234. DentaQuest also has current relationships with Emdeon – 868.255.7293 and Tesia – 866.432.1917. Additional clearinghouses may be added in the future.

You can contact your software vendor and make certain that they have DentaQuest listed as a payor. Your software vendor will be able to provide you with any information you may need to ensure that submitted claims are forwarded to DentaQuest. DentaQuest’s payor ID is CX014.

10. What if I am unable to submit electronically via the internet or a clearinghouse?

For providers who are unable to submit electronically via the internet or a clearinghouse, DentaQuest will work with the provider to receive their claims electronically via a HIPAA compliant 837D file from the Provider’s practice management system. Please contact the systems operations department at 800.341.8478 option 7 or via e-mail at eclaims@dentaquest.com to inquire about this option for electronic claim submission.

11. Where should I mail my paper claims?

**Claims should be mailed to the following address:**
Maryland Healthy Smiles Dental Program
12121 N. Corporate Parkway
Mequon, WI 53092

**Pregnant Women Claims only should be mailed to the following address:**
Maryland Pregnant Women Claims
P.O. Box 193
Thiensville, WI 53092

12. How long do I have to submit claims for payment?

DentaQuest must receive claims within 365 days from the date of service. Claims submitted beyond this timely filing limit would be denied for “untimely filing.”

13. How do I receive payment?

DentaQuest has set up an Electronic Funds Transfer (EFT) option so claims payments are directly deposited into a bank account of your choice and are immediately available. For providers who receive payment via EFT, the Explanation of Benefits (EOB) for the remittance is posted on the provider web portal (PWP) in your password protected area. Alternatively, providers may also elect to receive claims payments via paper check. If a provider chooses to elect this method of payment, they will receive their check with a paper copy of the EOB.
14. How often will I receive payment?

DentaQuest will adjudicate claims weekly and funds will be released following adjudication. This will result in payment being released within 15 days of electronic claims submission and within 30 days of paper claims submission. To receive payment as quickly as possible, we encourage the use of electronic funds transfer (EFT).

18. How do I know if a child, pregnant woman or REM child or adult is in the program?

Each member will receive a *Maryland Healthy Smiles Dental Program* identification card. To ensure the member has coverage, eligibility should be verified on the day of service through DentaQuest. Participating providers may access member eligibility information through DentaQuest’s Interactive Voice Response (IVR) system or through the “Providers Only” section of DentaQuest’s website at [www.dentaquest.com](http://www.dentaquest.com).

19. What is the *Maryland Healthy Smiles Dental Program* authorization policy for operating room (OR) cases?

All operating room (OR) cases must be prior-authorized by DentaQuest. DentaQuest’s dental director will review the case for medical necessity and render an approval or denial of the services.

20. How do I know which approval criteria DentaQuest will use to determine the need for clinical procedures?

DentaQuest publishes its criteria for clinical procedures in the Office Reference Manual that is available to every participating provider on the provider web portal (PWP). The criteria outlined in the manual are based around procedure codes as defined in the American Dental Association’s Code Manuals. Documentation requests for information regarding treatment using these codes are determined by generally accepted dental standards for authorization, such as radiographs, periodontal charting, treatment plans, or descriptive narratives.

21. What does DentaQuest plan to do to help with excessive broken appointments?

For members that have elected to use DentaQuest for appointment scheduling assistance, DentaQuest will place a reminder call to the member prior to the appointment. If the member does miss an appointment, providers can report the missed appointment on the web portal or via fax. DentaQuest can make follow up calls to the members to stress the importance of going to their scheduled dental appointments.