



DentaQuest[®]

TEXAS ROUNDUP

PROGRAM UPDATES FOR OUR TEXAS DENTISTS
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We're Here for You

Your satisfaction is important to us. We want to make sure you have the best resources to manage your DentaQuest patient base. If questions arise, please consider the following options:

- Our provider **Office Reference Manual (ORM)** addresses virtually any question related to the Medicaid and CHIP programs.
- We'll keep you up-to-date on important program changes through this **newsletter** and the **FAQ page** on the web portal. You can access these by logging on to www.dentaquesttexas.com or the portal.
- If you still have questions, please contact our **Customer Care Center**. If one of our representatives can't provide an immediate resolution, your inquiry will be routed to the appropriate department. We follow up with escalated issues within 48 hours of receipt.
- You may contact your **provider relations representative**, but please know they are often in the field and can't provide an immediate response. Please allow them 48 hours to respond to your request.

Upcoming Events

- We are attending this year's Star of the South Dental Meeting, March 7-9, at the George R. Brown Convention Center in Houston. Please stop by our booth to say hello.
- We will conduct training webinars beginning April 1, 2013. You can review the schedule on www.dentaquesttexas.com after March 15, 2013.

I would like to commend DentaQuest on processing back claims in a timely manner. The customer support reps were very professional and courteous.

Thank you once again for being an important part of helping the underserved population in Texas.

- Dr. David Fleitas



Orthodontia Reminders

Authorization extensions

You may request an extension on expired authorizations when services remain. For example, your patient may have six (6) adjustments but the authorization expires by the fourth adjustment. Simply call our Customer Care Center to request an extension.

Additional services

There may be extenuating circumstances that warrant additional treatment. In this case, please submit a prior authorization request for the services you consider medically necessary or for extenuating circumstances. Each request is reviewed on a case-by-case basis. Follow the steps below to submit for additional services.

1. Completed 2006 or greater ADA claim form requesting the additional codes. If you're requesting additional monthly adjustments, please use code D8670.
2. Recent radiographs to demonstrate the progress of the case
3. Photographs
4. Treatment plan
5. Continuation of care form

Completion of orthodontic treatment on approved transfer cases

Please remember that a case is considered a "transfer" when another dentist at a different billing entity was initially authorized to perform the services. Once treatment is complete, you may submit a prior authorization request for debanding and retention (D8680). The prior authorization for code D8680 should *not* be submitted until treatment is complete. Follow the steps below to submit for debanding and retention.

1. Completed 2006 or greater ADA claim form requesting One-D8680 at \$697
2. Post-treatment panorex film
3. Photographs
4. A signed statement from the treating dentist indicating treatment is complete
5. The comment "Transfer" must be in Box 35 of the ADA claim form or the "optional comments" box on the portal

Once services are rendered, you may submit a claim with the date of service and one D8680 billed at \$697.00.

We Need Your Help!

Children of Migrant Farm Workers

We want to make sure children of migrant farm workers receive the dental care they need before leaving the state. While this information is provided to us from HHSC, some children may fall through the cracks.

This is where your help comes in. If you identify a child of a migrant farm worker, please send a secure email to Emily Medina at emily.medina@dentaquest.com. Include the child's name, member ID number and date of birth. We'll add them to a roster that our member advocates reference to follow-up with these families on a consistent basis.

