



DentaQuest®

TEXAS ROUNDUP

PROGRAM UPDATES FOR OUR TEXAS DENTISTS
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In this edition of the Texas RoundUp:

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You Asked, We Listened **Email Alerts**

You told us it would be helpful to get email alerts about important events. In response, we are setting up a personal URL (PURL) page for you. Similar to email accounts, PURLS will be used to send alerts that information has been posted to the web portal and website. Be on the lookout for a postcard telling you how to register for a PURL. We started setting up PURL sites on April 1. If you have not received a postcard, simply go to www.DQInfoSource.com to register.

Training Update

An updated training schedule has been posted on www.dentaquesttexas.com under Provider Information. Please note that we have added a new best practices training session that covers the following topics:

- How to use the Office Reference Manual
- Most common denial reasons and codes
- Definition of medical necessity
- Clinical criteria
- CHIP – Exceeding \$564 benefit max
- Narratives
- X-rays
- Appeals process

Please Keep Us Up-to-date

It is very important that information we have for you is the most current available. Please report changes to us so that our records can be kept up-to-date. The following information is especially important:

- If a provider leaves the practice
- Changes in office hours or days of operation
- Changes in fax or phone number

Your provider relations representative will verify your information during office visits.



Orthodontia Reminders

Extension of authorization: You may request an authorization extension when there are services remaining but the authorization has expired. Simply contact the call center at 1-800-896-2374 to make a request. An example of this type of request would be if the member had six adjustments left, but only four months remaining on the authorization.

Additional services: There may be extenuating circumstances that warrant additional treatment. In the event that members require additional treatment, providers may seek prior authorization for additional services that may be deemed medically necessary due to health of the patient. Each case will be reviewed individually for medical necessity. To obtain approval for additional services, you must provide the following:

- A prior authorization on a 2006 or greater ADA claim form with the codes being requested
- If you are requesting additional monthly adjustments, code D8670 must be used
- Recent radiographs indicating progress
- Photographs
- Treatment plan
- Continuation of Care form

Completion of Orthodontic Treatment on Approved Transfer Cases: A transfer case is when a provider approved to complete treatment is not the same provider who originated the treatment. Once treatment is completed, a prior authorization is required for debanding and retention (D8680) on transfer cases. The prior authorization for D8680 should only be submitted once treatment is complete. You must submit the following:

- Completed ADA claim form requesting one D8680 @\$697.00
- Post-treatment panorex film
- Photographs
- A signed statement from the treating provider indicating treatment is complete
- The comment "Transfer" must appear in Box 35 of the ADA claim form or in the optional comments box on the portal

Resources

As a DentaQuest provider, the following resources are available to you:

Office Reference Manual: Gives you important information including policies and procedures, covered benefits and limitations, forms and contact numbers. You can access it on our website, www.dentaquestgov.com.

24/7 provider web portal: Our free web portal, available 24/7, permits you to verify eligibility, view treatment history, submit and track prior authorization requests, view online help documents, submit claims and more.

Toll-free customer service: Call our customer care center for assistance. An interactive voice response system is also available 24/7 to obtain up-to-date information about member eligibility, claim status and more. Customer service staff for Texas Medicaid/CHIP plans can be reached at 1-800-896-2374.

If you have questions about accessing these resources, please contact our customer care center at the number listed above. In the event they are unable to assist you, a request for assistance will be sent to your provider relations representative. A list of provider relations representatives, by region, is located at www.dentaquesttexas.com under Provider Information/Training Schedule.

