



TEXAS ROUNDUP
PROGRAM UPDATES FOR OUR TEXAS DENTISTS
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DentaQuest

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We have been accredited and working with DentaQuest for several years now and have been able to provide exceptional care for our patients with support of DentaQuest. We would like to mention Cheryl Garth and compliment her on quality service and dedication, and her ability to resolve issues quickly and with confidence. She is always available for emails and phone calls and truly helps with any questions or problems we might have. Thank you!

**Olya Caldwell – Office Manager for
Dr. David M. Caldwell, DDS, PC**

2013 PROVIDER SURVEY RESULTS

Results are in for the 2013 Provider survey, and we are pleased that ratings were significantly higher in 2013 compared to 2012.

Providers rated DentaQuest extremely well in several categories:

- Satisfaction was strong, with 89% of providers satisfied, a significant increase from 73% in 2012.
- 96% of providers planned to renew with DentaQuest next year, compared to 91% the previous year.
- 89% believed DentaQuest is as good as or better than competitive dental insurance carriers, increasing significantly from 82% the previous year.
- 90% agreed that “DentaQuest is a leader in improving the oral health of its members through the implementation of innovative benefits, education and programs,” increasing significantly from 80% in 2012.

DentaQuest received its highest ratings on timeliness and accuracy of payments and the provider web portal. **All ratings were significantly higher in 2013 compared to 2012.**

Feedback from the surveys will be used to determine areas of performance that DentaQuest can further enhance to ensure continued provider satisfaction. DentaQuest appreciates the feedback of all the providers who participated in the 2013 survey!





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HEALTH PLAN NEWS: SENDERO HEALTH PLAN

As a reminder, DentaQuest administers dental benefits for pregnant women who are enrolled with Sendero Health Plans in the Travis Service Delivery Area. Please refer to the ORM for covered benefits. The ORM is located at www.dentaquesttexas.com under "Important Documents."

NEW PHONE NUMBER FOR CREDENTIALING ASSISTANCE

Attention providers! DentaQuest has implemented a new phone number to specifically assist with credentialing issues or questions. For assistance, please call 800-233-1468.

PROVIDER RECREDENTIALING

DentaQuest requires that all providers be recredentialed every three years. We have begun the initial steps to ensure all providers that are due for recredentialed during the latter part of 2014 are completed in a timely manner. We have received inquiries from several offices wondering why a provider is due for recredentialed when he or she, for example, has perhaps only been with the office for a year or so. Providers are only credentialed once. If the provider moves to a different practice, we do not credential them again. They are simply added to the practice if the location is contracted or when the contracting is completed. A provider's recredentialed date is based on the initial date that the provider became effective with DentaQuest.

TDA TEXAS MEETING: MAY 1–4, 2014

It is almost that time! DentaQuest will once again be participating in this year's Texas Meeting, the annual session of the Texas Dental Association. We will be exhibiting as well as participating in the **Medicaid & Children's Health Insurance Program (CHIP) course** on Friday from 2:00 p.m. to 5:00 p.m. Provider relations staff from across the state will be present at this year's meeting. Please stop by booth number 936 and say hello!

