



IN THIS ISSUE

- Main Dentist and Dental Home Assignment Changes Can Affect Claim Payment
- Billing for Dentures
- Narratives
- Appeals Reminder
- PATIENT SERVICES – Children of Migrant Farmworkers: Texas Health Steps Checkups

MAIN DENTAL HOME ASSIGNMENT CHANGES CAN AFFECT CLAIM PAYMENT

When submitting a request to DentaQuest to change a member’s Main Dentist via fax or email, please be sure to wait 24 hours before submitting a claim for services provided to that member in order to ensure that you receive the appropriate claim payment.

An update to a member’s Main Dentist in our system can take up to 24 hours from receipt of the request, but when a claim is submitted, especially electronically, it usually processes almost immediately. As a result, if a claim is submitted to us on the same day as a request to change a Main Dentist assignment is received, it is very likely that the claim will deny for the reason “Submitted provider is not member’s Primary Care Dentist,” as it will probably be processed before the member update takes effect in our system.

DentaQuest is committed to improving the level of service we provide members and providers. Accordingly, we will continue to focus on improving the speed in which Main Dentist updates are completed. However, to

Dear Mr. Garcia:

We are very satisfied regarding the courtesy and knowledge of the customer service representatives. All issues are being resolved in a timely manner. We are also very satisfied with the ease of claim submission, prompt process and payment of claims, and the detailed information on the EOB.

The provider portal is easy to navigate and we are very satisfied with all the resources and information available to us on the portal.

We thank you for the opportunity to express our content with DentaQuest.

Lisa Rodriguez – Office Manager for Mark A Cavazos, DDS, San Antonio, Texas





DentaQuest

avoid claims prematurely denying, please be sure to allow at least 24 hours after submitting a Main Dentist change before sending us that member's claim. This will help ensure that the claim is processed correctly for you the first time.

BILLING FOR DENTURES

We are seeing a lot of claims being submitted for dentures before the dentures are being delivered to the member. Please remember that dentures cannot be billed until they are delivered to the member.

NARRATIVES

Narratives are very important to our Dental Director when making clinical decisions. Many of you have asked the questions, "What is a good narrative?" Every member is unique and a narrative should be submitted to address the member. This means that submitting the same narrative verbatim for multiple members would not be acceptable. While we cannot provide you with specific narratives, we can provide some helpful tips.

A good narrative:

- The narrative should be tooth specific and describe the symptoms that are being exhibited by the member.
- If the member is or has been on antibiotics, this should be included in the narrative.
- If the member is or has been on painkillers for an extended period of time, this should be included in the narrative.
- If the member's age could be a determining factor, this should be included in the narrative.
- If there is any symptom present that is not identifiable by viewing the x-ray, this should be included in the narrative (such as inflammation or pain beyond normal eruption).

APPEALS REMINDER

Please remember that any claim outside of **95 days** from the date of service must be appealed within **120 days** from the last disposition date in order to be considered for payment. Claims that are still within the **95 days** from date of service can be resubmitted if the denial was administrative or if you have additional documentation to warrant resubmission, such as proof of main dental assignment, additional information to demonstrate medical necessity, etc.





DentaQuest

PATIENT SERVICES

Children of Migrant Farmworkers: Texas Health Steps check-ups

Children of Migrant Farm workers due for a Texas Health Steps medical checkup can receive their periodic checkup on an accelerated basis prior to leaving the area. A checkup performed under this circumstance is an *accelerated service, but should be billed as a checkup.*

Please be aware that performing a make-up exam for a late Texas Health Steps medical check-up previously missed under the periodicity schedule is neither an exception to the periodicity nor is it an accelerated service. It is considered a *late checkup.*

TDA TEXAS MEETING: MAY 1–4, 2014

Thanks to everyone who stopped by our booth at the TDA Meeting 2014 to say hello!



Texas Dental Association Meeting 2014
San Antonio, Texas
May 1-4, 2014

