



DentaQuest

TEXAS ROUNDUP
PROGRAM UPDATES FOR OUR TEXAS DENTISTS
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Testimonial

DentaQuest is the easiest and most up to date of all MCO's we work with and better than some PPO's too. The portal is very easy to use and find what is needed. I can do so much online freeing up my phone for patients. If I do need to call in for a live person it is very easy to get one and one to handle the multi-languages we get in our office. Our representative Candace Nash has not just stopped in our office but handles many items via email with issues the office is not sure how to deal with. I have not had a bad experience with DentaQuest that I can remember.

Thank you for being helpful to not just the office but our patients too.

Beyond Dental
Garland, TX

RECREREDENTIALING

DentaQuest would like to remind everyone that all providers must be recredentialed **every three years**. Please note that the three-year clock starts from the very first date that you were credentialed with DentaQuest. It is important for providers to keep their records updated when joining or leaving a practice to ensure our records are accurate. If you change offices, and we are not notified, you risk being termed as your credentialing paperwork may be sent to the wrong address.

Example: Provider credentials in January 2012 at "Practice A," and then joins "Practice B" in February 2013. The provider actually stops practicing at "Practice A," however DentaQuest is not notified. The provider's recredentialing would be due December 2014, based on their original credentialing date, and packet would be mailed to "Practice A" as this was the original correspondence location and it appears to still be active in our system.





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Most common errors

DentaQuest's goal is to ensure all providers are credentialed in a timely manner; however, we rely on providers to submit complete paperwork in a timely manner. Some of the most common errors that we see are as follows:

1. Missing or incomplete:

- Applications
- Disclosure of Ownership

2. Missing updated current malpractice insurance

3. Correct questionnaire reflecting complete provider history and disclosures (including malpractice, license actions, expired licenses, etc.). Please Note: There is not a time frame on the Questionnaire Responses – for example, expired license from 20 years ago should reflect a “Yes” response to the question.

4. After hours coverage

5. Email addresses – provider and office

6. DEA/CDS Release – When a provider has chosen to not carry a Federal DEA and/or State Drug License, they need to provide DentaQuest with a disclosure as to why they do not have an active license and who will be prescribing medications for their patients. This includes all dentists and specialties.

Please Note: When a correction is made to any information on the pre-populated Recredentialing application, the correction MUST be dated and initialed. If the correction is to a date, the new date needs to be written and initialed.

BILLING D0145

A First Dental Home visit (D0145) is billable by Providers (General and Pediatric Dentists) that have received training and certification by DSHS. Training information may be found by going to:

<http://www.txhealthsteps.com/cms/>.

(Cont.)





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D0145 is limited to 1 per day with a maximum of 10 allowed per member's lifetime with at least 60 days between dates of service per provider. Age limitation: 6–35 months

What is included in a First Dental Home visit?

- Caries risk assessment
- Dental prophylaxis
- Oral hygiene instructions with primary caregiver
- Application of topical fluoride varnish
- Dental anticipatory guidance
- Establishment of recall schedule

Why complete a Caries Risk Assessment?

Determine potential for development of severe early childhood caries (SECC) by identifying the:

- Oral health status of the child/patient
- Oral health status of primary caregiver and other family members
- Potential bacterial transmission sources
- Direct dental anticipatory guidance content
- Determine an appropriate recall periodicity schedule for the child

What is “Dental Anticipatory Guidance”?

Age appropriate information/education for parents/caregivers based on:

- Questionnaire responses
- Parent/caregiver interview
- Caries risk assessment
- Multi-topic overview of oral health environmental influences
- Directed at increasing the parents'/caregivers' understanding about the importance of good oral health



Happy Spring!

