Texas CHIP Dental Services Member Handbook

Experience you can count on

Member Services Toll-Free Number
1-800-508-6775

DentaQuest 01M CSA 081315
Phone Numbers to Remember

English and Spanish speaking telephone representatives are ready to help you in our member call center and will help you to:
• Choose a dentist.
• Change to another dentist.
• Get information on dental health.
• Get information on health fairs and health education classes.
• Get help and information on all your dental plan services.
• Get translation and interpreter services.
• Get help with filing complaints and appeals.

Toll-free telephone number: 1-800-508-6775
Spanish speaking representatives are available.

Toll-free number for the hearing impaired:
711 (TDD/TTY)
Regular Business Hours: Monday - Friday
(excluding state-approved holidays)
8:00 a.m. - 5:00 p.m. Central Time
Automated System is available 24 hrs a day/7 days a week.
For questions about CHIP:
(Change of Address, Annual Renewal Information)

Toll-free telephone number: 1-877-543-7669 (877-KIDS-NOW)
Website: http://www.chipmedicaid.org/

Texas Department of Insurance (TDI):
Toll-free telephone number:
1-800-252-3439
If you call after regular business hours or during a weekend, you will get an answering service or a recording with operating hours and what to do in case of an emergency. If you don’t have an emergency, call your Main Dentist during regular business hours.
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Welcome to Your New Dental Plan!

DentaQuest’s goal is to give you quality dental care. We are here to help you keep your teeth healthy. DentaQuest is proud to be chosen by you for the Texas CHIP Dental Services program.

We hope you will see a dentist regularly:

- Please choose a dentist from the directory that came with this handbook.
- That dentist will give you any services you need that are covered under this plan.
- Go to your dentist even if you don’t have a problem with your teeth.

Using This Handbook

This handbook, called the Member Handbook gives you information about:

- Your benefits.
- How to use your benefits.
- Your rights and responsibilities as a plan member.

This handbook will help you know how the program works. Please read it before you call your dentist.

This handbook uses some words you should know:

- “You,” “Your,” “My,” “I” and “Member” — Refers to the child or children who have joined the Texas CHIP Dental Services program.
- “We,” “us,” and “our” — Means DentaQuest.
- “Your dentist” and “Contracted Dentist” — Means the dentist you choose to give you Texas CHIP Dental Services.
- “Texas CHIP Dental Services” — Means the Texas Health and Human Services Commission Dental Services Program.
- “My Child” — Means the parent or legal guardian of the child or children enrolled in the Texas CHIP Dental Services program.

Keep this handbook for future use. To keep you informed about the dental plan, we will sometimes send you information such as:

- Updates to the Provider Directory.
- Health education classes.
The complaint process.
How to get translator services.
Other important information on Texas CHIP Dental Services.

This handbook is an outline of your DentaQuest dental plan. Our contract with the Texas Health and Human Services Commission (HHSC) has the complete information. We will give you a copy of the contract on request.

You have the right to get this Handbook in:

- Audio
- Braille
- Larger print
- Other languages

To request this Handbook in a different format or language, please call us. Our member call center toll-free number is 1-800-508-6775.

Member Identification (ID) Card

All members are given a member ID card:

- This card has important information about your dental benefits.
- Only the member can use his or her member ID card for dental services

No one else can use the member ID card to get services. If so:

- That person will be charged for the services he or she receives
- DentaQuest may not be able to keep you in the plan if someone else uses your member ID card.

How to Read Your Card

The following describes how to read your member ID card:

- **Member Name** - is the member’s name that the card is for.
- **CHIP Member ID Number** - is the member’s Texas CHIP Dental Services ID number.
• **Effective Date** - is the date the member’s Texas CHIP Dental Services coverage started.

• **Date of Birth** - is the member’s birth date.

• **Plan Name/Co-Pay** - shows that you are enrolled in Texas CHIP Dental Services and your co-pay amount.

• **Main Dentist Name/Phone Number** – is the Main Dentist you are assigned to and their phone number.

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**How to Use Your Card**

1. Have the Member’s ID card with you when calling our member call center.

2. Bring the Member’s ID card with you when you go to the dentist.

Show your Member ID card when you see the dentist. Your dentist needs your Member ID card to see if you can get dental care.

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**How to Replace Your Card If Lost**

Please call us if you have not received your member ID card or if you have lost it. Contact our Member Call Center at:

- 1-800-508-6775 (toll-free)
- 711 (TDD/TTY for the hearing impaired)

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**Directions for what to do in an emergency**

During normal business hours, call your child’s Main Dentist to find out how to get emergency services. If your child needs emergency dental services after the Main Dentist’s office has closed, call your CHIP medical health plan.
Dental Providers

What do I need to bring with me to my dentist visit?

Bring your Member ID card. If you have other dental coverage, bring that information to show your dentist.

What is a Main Dentist (Dental Home)?

A Main Dentist can be a general dentist or a dentist who only treats children. This is the dentist who gives your child services that prevent teeth problems. This dentist also can fix most teeth problems. Your child’s Main Dentist also can send your child to a specialist for teeth problems that are harder to fix, if that kind of treatment is needed.

As a DentaQuest member you have a Main Dentist. A Main Dentist is a dentist you see regularly every six (6) months. This dentist will provide care for you whenever you need it.

Your Main Dentist will work with you so you can stay healthy. It is important to go back to the same Main Dentist for each visit.

Your Dental Home will provide:

Complete dental care:

- A dental health plan designed for you.
- Information about growth and diet.
- How to care for your teeth.

Healthy teeth and gums are important for your health. For a longer healthier life, have regular checkups every six (6) months. Children should see the dentist starting at age six (6) months.

So don’t wait! Call your Main Dentist and schedule a visit today.

If you have questions about your Main Dentist or benefits call toll free 1-800-508-6775 or visit our website at: www.DentaQuest.com/Texas
Remember: Once you choose a Main Dentist, it is important to keep all of your visits and always arrive on time. If you are moving or need to change your Main Dentist, please call customer service for help at 1-800-508-6775.

How to Find a Dentist Using Our Website:

Visit our website at www.DentaQuest.com/Texas. Choose “Member Page” which is highlighted in blue. Then select “Find a Dentist”. Then follow directions for one of the options below:

1. Start by entering the state you live in and the name of your plan. You can further narrow your search options by searching for dentists who “Accepts New Patients Only” or dentists who are “Accepting New and Existing Patients”.

2. In the area titled “Enter Your Geographic Area”, you can enter your address, city, state, and county or your zip code. You can also select the distance you wish to travel to your dentist. This will show a list of all dentists in your program within the designated mileage you have selected.

3. Or you may choose to do a detailed search in the “Optional - Provider Search Criteria” section. After completing the “Enter Your Geographic Area” section, you may then choose other options such as special needs, handicap accessible, provider specialty, or office language spoken. You may also search for a specific dentist or dentist office in this section to verify they accept Medicaid.
Can a clinic be my child’s Main Dentist (Rural Health Clinic/Federally Qualified Health Center)?

Yes, a Federally Qualified Health Center (FQHC) or Rural Health Clinic (RHC) can be your Main Dentist if you choose. Give us a call with any questions at 1-800-508-6775.

How can I change my child’s Main Dentist?

You can change Main Dentists by calling us at 1-800-508-6775 (toll-free). Or you can write to us at:

DentaQuest - TX CHIP  
Stratum Executive Center  
11044 Research Blvd  
Building D, Suite D-400  
Austin, TX 78759

If you still have work to be done and your dentist decides to not be your dentist anymore, call us. You can ask to keep seeing that dentist to finish the dental work.

How many times can I change my child’s Main Dentist?

You can change your child’s Main Dentist as many times as you like.

If I change my child’s Main Dentist, when can we start getting services from that provider?

Once you have changed your child’s dentist, this change will start the same day you ask.

Is there any reason I might be denied if I ask to change my child’s Main Dentist?
We might turn down your request for one of the reasons listed below:
  • The Main Dentist you want to change to is not accepting new patients.
  • The Main Dentist you want to change to does not provide the types of dental services your child needs.

**Can a Main Dentist ask to move my child to another Main Dentist?**

Your child can be moved from one Main Dentist to another for one of the reasons listed below:

  • If you or your child don’t follow the dentist’s advice.
  • If you or your child are repeatedly loud or disruptive while in the dentist’s waiting room or treatment area.
  • If your relationship with your child’s Main Dentist is not working for either you or the dentist.

**What if I choose to take my child to another dentist who is not my child’s Main Dentist?**

Your Main Dentist will provide you preventative care and will refer you to specialists as needed. You will need a referral from your Main Dentist to see another dentist.

**What if I choose to take my child to a dentist that is out of network?**

You will have to pay for any out-of-network services not authorized by DentaQuest, except for emergency care.

**What if I choose to take my child to a dentist that does not accept CHIP?**

You will have to pay for any dental services that are done by dentists that do not accept CHIP.

**How do I get dental care for my child after the Main Dentist office is closed?**
If your child needs dental care after the office is closed and it is not an emergency, you can call your child’s Main Dentist’s office and leave a message with the answering service. The dentist’s staff will call you back when the office reopens.

If your child needs emergency dental work after the office has closed, call your CHIP medical health plan.

**Directions for what to do in an emergency**
During normal business hours, call your child’s Main Dentist to find out how to get emergency services.

If your child needs emergency dental services after the Main Dentist’s office has closed, call your CHIP medical health plan or call 911.

**Changing CHIP Dental Plans**

**What if I want to change my child’s dental plan?**

If your child has been in a CHIP dental plan less than 90 days, you can change dental plans. Call CHIP toll-free at 1-800-647-6558.

Your child cannot change dental plans after being in the plan for 90 days, unless your child is given an exception for a “good cause.” You also cannot change dental plans if your child has reached his or her yearly dental benefit limit.

**How many times can I change my child’s dental plan?**

You can change your child’s dental plan within the first 90 days as many times as you would like and during yearly renewal.

**If I change my child’s dental plan, when will we be able to start using the new dental plan?**

If you call to change your or your child’s dental plan on or before the 15th of the month, the change will take place on the first day of the following month. If you call after the 15th of the month, the change will
take place the first day of the second month after that.

For example:
• If you call on or before April 15, your change will take place on May 1.
• If you call after April 15, your change will take place on June 1.

Can DentaQuest ask that my child get dropped from their dental plan?

A CHIP dental health plan can ask that a child be removed from their plan for the following reasons:

• The child or the child’s parent/caregiver misuses the child’s membership card or loans it to another person.
• The child or the child’s parent/caregiver is disruptive, unruly, or uncooperative at the dentist’s office, or
• The child or the child’s caregiver refuses to follow the dental plan’s rules and restrictions.

Benefits

What are my child’s dental benefits with CHIP?

The CHIP program is for children under the age of 19. These benefits include:

• Exam and cleaning every six (6) months.
• X-rays every six (6) months.
• Fillings, extractions and other treatments that are needed.

How do I get these services for my child?

Call your Main Dentist listed on the front of your child’s Member ID card. You can also call our Member Call Center at 1-800-508-6775 to answer any questions you may have.
Remember, you can get the most from your dental coverage by:

• Seeing only DentaQuest CHIP contracted dentists.
• Visiting your Main Dentist regularly for checkups.
• Following your Main Dentist’s advice about regular brushing and flossing.
• Getting treatment before you have a toothache.

What services are not covered?

• Services that the dentist says are not needed for the member’s dental health.
• Cosmetic dental care.
• General anesthesia or intravenous/conscious sedation.
• Orthodontia (Braces).
• Experimental procedures.
• Services that may be paid for by insurance or covered under any other insurance or health care service plan. DentaQuest will give services when needed. However, after these services are given, the member or member’s legal guardian will ensure that DentaQuest is paid for the services.

How much do I have to pay for my child’s dental care?

You must pay for:

• Non-covered or optional dental services that you choose to have done.
• Services that you have done more often than is allowed by the plan.
• Services given by a non-contracted dentist.

This program:

• Covers dental treatment using the most cost-effective option.
• Regularly gives good professional practice.
• Is limited to the benefit level for the least costly, best alternative (you will be responsible for all charges that exceed covered dental benefit).
If your child gets services before their dental coverage starts, you must pay for them. You will also have to pay for services that:

• Are non-covered services.
• Exceed the benefit limits.

CHIP Members have a yearly maximum of $564 (per 12-month term of coverage).

CHIP members must pay a co-payment for each dental visit when non-preventive services are given. A list of non-preventive services is listed at the top of this page. Co-pays do not apply to initial and periodic exams, x-rays, cleanings or sealants.

Co-Pays are based on the Federal Poverty Level (FPL). The federal government sets the FPL every year. Below are examples of the co-pay that is set for each level. Your Member ID Card will tell you what co-pay you will need to pay for each non-preventive visit.

<table>
<thead>
<tr>
<th>Federal Poverty Level*</th>
<th>Office Visit Co-pay**</th>
</tr>
</thead>
<tbody>
<tr>
<td>At or below 150% of FPL</td>
<td>$0</td>
</tr>
<tr>
<td>At or below 100% of FPL</td>
<td>$3</td>
</tr>
<tr>
<td>Above 100% up to and including 150% FPL</td>
<td>$5</td>
</tr>
<tr>
<td>Above 150% up to and including 185% FPL</td>
<td>$20</td>
</tr>
<tr>
<td>Above 185% up to and including 200% FPL</td>
<td>$25</td>
</tr>
</tbody>
</table>

* The federal poverty level (FPL) refers to yearly income defined by the federal government.

** CHIP members must pay an office visit co-payment for each non-preventive dental visit.

Contact the DentaQuest Member Call Center for information about benefit limits and frequency toll-free at 1-800-508-6775.
How much do I have to pay for services not covered by the CHIP Dental Program or services that are over the yearly maximum?
Members do have to pay for services that are:
• Non-covered services.
• Non-preventive services given after the member has reached their yearly maximum.

Who do I call if I have problems getting drugs the dentist ordered for my child (prescriptions)?
Prescriptions are not covered under this program. You may contact your CHIP health plan to see if they can help you by covering your prescriptions.

How do I get drugs the dentist has ordered for my child (prescriptions)?
You may contact your CHIP health plan to see if they can help you by covering your prescriptions.

Dental Care and Other Services

What is routine dental care?
Routine dental services include:
• Diagnostic and preventive visits.
• Services to help your child such as fillings, crowns, root canals and/or extractions.

How soon can I expect my child to be seen?
Members should be scheduled for visits within three (3) weeks for routine services.

What dental services are covered by the CHIP medical plan?
Your child’s CHIP medical plan covers limited emergency dental services in a hospital or ambulatory surgical center. The CHIP medical plan will pay for the following:
• Dislocated jaw.
• Traumatic damage to teeth and supporting structures.
• Removal of cysts.
• Treatment of oral abscess of tooth or gum origin.

CHIP medical plans pay for hospital, physician, and related medical services for the above conditions. This includes services the doctor provides and other services your child might need, like anesthesia or other drugs.

CHIP medical plans are also responsible for paying for treatment and devices for craniofacial anomalies. DentaQuest provides all other dental services. Call DentaQuest to learn more about the dental services we offer.

**How do I get emergency dental care for my child and who do I call?**

Call your child’s Main Dentist to find out how your child can get emergency dental services. If the office is closed, call your child’s CHIP medical plan.

**How soon can I expect my child to be seen?**

Your child should get emergency dental services no later than 24 hours after you call.

**What does Medically Necessary mean?**

That’s the standard for deciding whether CHIP will cover a dental service for your child. For dental services or products provided, the test is whether a prudent dentist would provide the service or product to a patient to diagnose, prevent, or treat dental pain, infection, disease, dysfunction, or disfiguration in accordance with generally accepted procedures of the professional dental community.

**What if my child needs routine dental care or emergency dental services when he or she is out of town or out of Texas?**

If your child needs routine dental care when traveling, call us toll-free at 1-800-508-6775 and we will help you find a dentist.
If your child needs emergency dental services while traveling, go to a nearby hospital, then call your CHIP medical health plan.

**What if my child needs dental services when he or she is out of the country?**

Dental services performed out of the country are not covered by CHIP.

**What if my child needs to see a special dentist (specialist)?**

Your child’s Main Dentist will give you a referral so your child can go to a specialist.

**How soon can I expect my child to be seen by a specialist?**

If the specialist is providing urgent care, your child will be seen no later than 24 hours from the time you ask for the referral from your Main Dentist.

If the specialist is providing therapy or your child needs to see the specialist to get a diagnosis, your child will be seen no later than 14 days from the time you ask for the referral.

If the specialist is providing services to prevent teeth problems, your child will be seen no later than 30 days from the time you ask for the referral.

Please contact us for help in locating a specialist. Call us toll-free at 1-800-508-6775.

**What services do not need a referral?**

Your child does not need a referral for services that are done by your child’s Main Dentist. You can also call our Member Call Center toll-free at 1-800-508-6775 and we can help you find a dentist.

**Can someone interpret for me when I talk with my child’s dentist?**

Our member call center staff can help you find a dentist who speaks
your language or arrange for interpreter services. You do not have to use family members or friends as interpreters.

**Who do I call for an interpreter?**
To ask for an interpreter, call our Member Call Center toll-free at 1-800-508-6775.

**How far ahead of time do I need to call?**
In most cases, we need at least forty-eight (48) hours notice. However, you should call us as soon as you have scheduled a visit with your child’s dentist.

**Can I get a face-to-face interpreter in the dentist’s office?**
If you need an interpreter to go to the dentist with you, call us. You can also ask to have an interpreter talk to you about dental information. There are no charges for these services. Call us if you would like to have an interpreter with you in the dental office during your child’s visit. We will:

- Ask what language you speak.
- Ask you for the dentist’s information.
- Schedule an interpreter for your visit (the interpreter will meet you at the dental office).
- Call you back to confirm that an interpreter has been scheduled.

**Here is information on our member call center:**

Toll-free telephone number: 1-800-508-6775
Toll-free number for the hearing impaired: 711 (TDD/TTY)
Monday - Friday (excluding holidays)
8:00 a.m. - 5:00 p.m.
Central Time
Automated System is available 24 hrs a day/7 days a week.

What if I get a bill from my child’s dentist? Who do I call? What information do I need?
Please call us if you get a bill from your child’s dentist. Our toll-free number is 1-800-508-6775. Please have your child’s member ID card and the bill you got from your child’s dentist when you call.

**What do I have to do if I move?**
If you move, contact CHIP/Medicaid toll free at 1-877-543-7669 to update your address.
Member Rights and Responsibilities

What are my child’s rights and responsibilities?

Members have the right to:

1. You have the right to get accurate, easy-to-understand information to help you make good choices about your child’s dentists and other providers.

2. You have the right to know how your child’s dentists are paid. You have the right to know about what those payments are and how they work.

3. You have the right to know how DentaQuest decides if a service is covered and/or medically necessary. You have the right to know about the people in DentaQuest’s office who decide those things.

4. You have the right to know the names of the dentists and other providers enrolled with DentaQuest and their addresses.

5. You have the right to pick from a list of dentists that is large enough so that your child can get the right kind of care when your child needs it.

6. You have the right to take part in all the choices about your child’s dental care.

7. You have the right to speak for your child in all treatment choices.

8. You have the right to get a second opinion from another dentist enrolled with DentaQuest about what kind of treatment your child needs.

9. You have the right to be treated fairly by DentaQuest, dentists and other providers.

10. You have the right to talk to your child’s dentists and other providers in private, and to have your child’s dental records kept private. You have the right to look over and copy your child’s dental records and to ask for changes to those records.

11. You have a right to know that dentists, hospitals, and others who care for your child can advise you about your child’s
health status, medical care, and treatment. Your child’s dental plan cannot stop them from giving you this information, even if the care or treatment is not a covered service.

12. You have a right to know that you are only responsible for paying allowable copayments for covered services for your child, up to benefit maximum limits. Dentists, hospitals, and others cannot require you to pay any other amounts for covered services.

Members Responsibilities

You and DentaQuest both have an interest in seeing your child’s dental health improve. You can help by assuming these responsibilities:

1. You must try to follow healthy habits, such as encouraging your child to exercise, to stay away from tobacco, and to eat a healthy diet.

2. You must become involved in the dentist’s decisions about your child’s treatments.

3. You must work together with DentaQuest’s dentists and other providers to pick treatments for your child that you have all agreed upon.

4. If you have a disagreement with DentaQuest, you must try first to resolve it using DentaQuest’s complaint process.

5. You must learn about what DentaQuest does and does not cover. You must read your Member Handbook to understand how the rules work.

6. If you make an appointment for your child, you must try to get to the dentist’s office on time. If you cannot keep the appointment, be sure to call and cancel it.

7. You must report misuse by dental and health care providers, other CHIP members, DentaQuest, or other dental or medical plans.

If you think you have been treated unfairly or discriminated against, call the U.S. Department of Health and Human Services (HHS) toll-free at
1-800-368-1019. You also can view information concerning the HHS Office of Civil Rights online at www.hhs.gov/ocr.

**Complaint Process**

**What should I do if I have a complaint?**
We want to help. If you have a complaint, please call us at 1-800-508-6775 (toll-free) to tell us about your problem. A DentaQuest Member Advocate can help you file a complaint. Most of the time, we can help you right away or within a few days at the most.

**Who do I call?**
If you still have a complaint after you’ve gone through the DentaQuest complaint process, call the Texas Department of Insurance at 1-800-252-3439 (toll-free). If you want to make your complaint in writing, please send it to the following address:

**Texas Department of Insurance**
P.O. Box 149091
Austin, Texas 78714-9091

**Can someone from DentaQuest help me file a complaint?**
A DentaQuest Member Advocate can help you file a complaint. Please call us at 1-800-508-6775 (toll-free). We will send you a one-page form that you must sign and return to us. The form will tell us that you give permission to the person you name to represent you and your child during the complaint process.

You can call us to tell us about your complaint or you can send your complaint in writing to:

**DentaQuest-TX**
Attn: Complaints & Grievances
Stratum Executive Center
11044 Research Blvd
Building D, Suite D-400
Austin, TX 78759

**Who do I call?**
Call us toll-free at: 1-800-508-6775

**What do I need to do to file a complaint, and how long will the process take?**
We will process your complaint within thirty (30) calendar days from the day we get it. Here is what will happen:

- You send us a written complaint.
- We will send you a letter within five (5) business days. Our letter will say that we got your written complaint.
- We will review the details of your complaint.
- We will send you an answer within thirty (30) calendar days.

Our response to your complaint will be in a letter. That letter will give:

- Our decision about your complaint.
- The reasons for our decision.
- The specialty area of any dentist we asked to help us with your complaint.
- Information about filing an appeal.

We will send you a one-page form that you must sign and return to us. The form will tell us that you give permission to the person you name to represent you and your child during the complaint process. Call our Member Call Center toll free at 1-800-508-6775.

**If I don’t like what happens with my complaint, who else can I call?**

You may file an appeal if you are not satisfied with our response to your complaint. You can also file a complaint with the Texas Department of Insurance.

**How can I file a complaint with the Texas Department of Insurance after I have gone through the DentaQuest complaint process?**

If you still have a complaint after you’ve gone through the DentaQuest complaint process, call the Texas Department of Insurance at 1-800-252-3439 (toll-free). If you want to make your complaint in writing, please send it to the following address:

Texas Department of Insurance
P.O. Box 149091
Austin, Texas 78714-9091
You may file an appeal if you are not satisfied with our response to your complaint.

**Appeal Process**

**What can I do if DentaQuest denies or limits a service for my child that the dentist has asked for? Can I just ask for an appeal or does it have to be in writing?**

You can ask for an appeal in writing, or you can call and ask DentaQuest for an appeal. We will send you a one-page appeal form that you, your child’s dentist, or someone else representing you can fill out and return to us. Our address to mail your appeal to is:

**DentaQuest-TX**  
**Attn: Appeal Department**  
**Stratum Executive Center**  
**11044 Research Blvd**  
**Building D, Suite D-400**  
**Austin, TX 78759**

Or call us toll-free at: 1-800-508-6775

**How will I find out if services are denied?**

We will send you and your dentist a letter. You can also call our Member Call Center and we can tell you the status of your authorization. Call us at 1-800-508-0165.

**What are the time frames for the appeal process?**

Once we get your appeal, we will process and respond within 30 calendar days. You may ask for an extension, or we may tell you that we need more time in order to get more information. We will only ask for an extension if the delay will help you.

**When can I ask for an appeal?**

You have the right to ask for an appeal if you are not happy with the decision to your complaint. You can also ask for an appeal due to an
adverse determination. This is a denial where DentaQuest decides that the service is not medically necessary.

However, you cannot appeal a decision related to:
  • Annual maximum benefits.
  • Member eligibility.

**Can I just ask for an appeal or does it have to be in writing?**

You can ask for an appeal in writing, or you can call and ask DentaQuest for an appeal. We will send you a one-page appeal form that you, your child’s dentist, or someone else representing you can fill out and return to us. Our address to mail your appeal to is:

**DentaQuest-TX**  
**Attn: Appeal Department**  
**Stratum Executive Center**  
**11044 Research Blvd**  
**Building D, Suite D-400**  
**Austin, TX  78759**

Or call us toll-free: 1-800-508-6775

You may call our Member Call Center to ask for an appeal. Within five (5) business days after you call, we will send you an appeal form. We must get your completed, signed appeal form to confirm your appeal request. (If your appeal request is related to a dental emergency, we do not need a completed, signed form to process the appeal).

We will send you a letter to let you know we got your appeal. We will make a decision no later than the 30th calendar day after the date we get the appeal.

**Can someone from DentaQuest help me file an appeal?**

A DentaQuest Member Advocate can help you file an appeal. Please call our Member Call Center for help. The toll-free number is 1-800-508-6775. Tell us that you want to file an appeal and one of our Member Advocates will help you file the appeal.
What else can I do if I’m still not happy?

An Independent Review Organization (IRO) is an outside organization that the Texas Department of Insurance (TDI) picks to review your health plan’s denial of a service you and your Main Dentist feel is medically necessary. This organization is not related to your dentist or your health plan. There is no cost to you for this independent review. You can ask for a review by an IRO after you complete the appeal process with DentaQuest, or if DentaQuest has denied a service that you think is life-threatening.

To ask for an IRO, you must fill out the “Request for a Review by an Independent Review Organization” form that is sent with your Notice of Action letter. A Notice of Action letter is what we mailed to you to tell you we denied the services your dentist asked us for. You can also contact our Member Call Center and request an IRO form be sent to you. Our toll-free number is 1-800-508-6775.

Once we get the completed IRO form, we will send it to the Texas Department of Insurance (TDI). TDI will give your case to an IRO agent. The IRO has 20 days to make a decision and eight (8) days for life-threatening cases.

Expedited Dental Plan Appeal

What is an Expedited Appeal?

Ask for an Expedited Appeal when you don’t have time for a standard appeal – when your child’s life or health is in danger. When you ask for an expedited appeal, DentaQuest has to make a decision quickly based on the condition of your child’s health.

How do I ask for an expedited appeal?

You can call us to file an expedited appeal. We do not need your appeal in writing for an expedited appeal. If you need help in filing an expedited appeal, call our member call center for help. The toll-free number is 1-800-508-6775. Tell us that you want to file an expedited appeal.
How long does an expedited appeal take (timeframe)?
We will make a decision within three (3) business days after we get your request for an expedited appeal.

What happens if DentaQuest says it won’t do an expedited appeal?
If DentaQuest does not feel that your appeal is life-threatening, we will let you know within three (3) business days after we get your request for an expedited appeal. Your appeal will still be worked on, but the resolution may take up to 30 days.

Who can help me file an expedited appeal?
If you or your representative need help in filing an expedited appeal, call our member call center and one of our Member Advocates can help. The toll-free number is 1-800-508-6775. Tell us that you want to file an expedited appeal.

Fraud Information

How do I report someone who is misusing/abusing CHIP dental benefits?
Let us know if you think a doctor, dentist, pharmacist at a drug store, other health-care provider, or a person getting benefits is doing something wrong. Doing something wrong could be waste, abuse, or fraud, which is against the law. For example, tell us if you think someone is:

- Getting paid for CHIP services that weren’t given or necessary.
- Not telling the truth about a medical condition to get medical treatment.
- Letting someone else use a CHIP Dental ID.
- Using someone else’s CHIP Dental ID.
- Not telling the truth about the amount of money or resources he or she has to get benefits.
To report waste, abuse, or fraud, choose one of the following:

- Call the OIG Hotline at 1-800-436-6184 or
- Visit https://oig.hhsc.state.tx.us/ Under the box labeled “I WANT TO” click “Report Waste, Abuse, and Fraud” to complete the online form.

- You can report directly to DentaQuest:
  - DentaQuest name
  - DentaQuest’s office/director address
  - DentaQuest’s toll free phone number

To report waste, abuse or fraud, gather as much information as possible.

- When reporting about a provider (a doctor, dentist, counselor, etc.) include:
  - Name, address, and phone number of provider.
  - Name and address of the facility (hospital, nursing home, home health agency, etc.)
  - Medicaid number of the provider and facility, if you have it.
  - Type of provider (doctor, dentist, therapist, pharmacist, etc.)
  - Names and phone numbers of other witnesses who can help in the investigation.
  - Dates of events.
  - Summary of what happened.

- When reporting about someone who gets benefits, include:
  - The person’s name.
  - The person’s date of birth, Social Security number, or case number if you have it.
  - The city where the person lives.
  - Specific details about the waste, abuse or fraud.
CHIP Member Value Added Services

Visiting your Main Dentist and having good dental habits are important. DentaQuest wants to reward you for your good dental habits. DentaQuest will send you one $10 Walmart gift card to promote healthy eating habits if you see your CHIP dentist within 90 days of enrollment.

This chart tells you what treatment you must get from your CHIP dentist to receive the dental care kit. The dental care kit includes a backpack, toothbrush (infant toothbrush for members age 6 months – 35 months and spinning toothbrush for members age 36 months – 18 years), toothpaste, brushing chart and stickers for the brushing chart.

<table>
<thead>
<tr>
<th>Age Range</th>
<th>Required Dental Treatment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Members age 6 – 35 months</td>
<td>Must receive a dental check-up</td>
</tr>
<tr>
<td>Members age 36 months to 5 years</td>
<td>Must receive topical fluoride treatment</td>
</tr>
<tr>
<td>Members age 6 – 14 years</td>
<td>Must receive sealants from a participating CHIP Main Dentist</td>
</tr>
<tr>
<td>Members ages 6 – 9</td>
<td>Must have their 1st molars sealed</td>
</tr>
<tr>
<td>Members ages 10 – 14</td>
<td>Must have their 2nd molars sealed</td>
</tr>
<tr>
<td>Members age 15 – 18 years</td>
<td>Must have two (2) teeth cleanings in a year</td>
</tr>
</tbody>
</table>

* One pack per eligible member, per lifetime.

Here’s what you need to do to get your $10 Walmart gift card and/or dental care kit:

1. When you go to your dentist, take the value added services form at the back of this handbook with you.
2. Fill out your information on the value added services form.
3. You can make copies of the value added services form if you need more than one.
4. Have your CHIP dentist fill out and sign the bottom of the form.
5. Mail the signed form to DentaQuest:
   DentaQuest
   ATTN: TX Value Added Services
   Stratum Executive Center
   11044 Research Blvd
   Building D, Suite D-400
   Austin, TX 78759

If you have questions on the value added services, call DentaQuest customer service at 1-800-508-6775. You can also go to www.dentaquest.com/tx.
TX CHIP Value Added Services Redemption Form:

Return the signed form to DentaQuest to get your $10 Walmart gift card and/or dental care kit.

| Age 6 - 35 months: | ☐ I had a dental check up today! |
| Age 36 months to 5 years: | ☐ I had a topical fluoride treatment today! |
| Ages 6 - 9 years: | ☐ I got my 1st molars sealed today! |
| Ages 10 - 14 years: | ☐ I got my 2nd molars sealed today! |
| Ages 15 - 18 years: | ☐ I had my second cleaning today! |
| Ages 0-18 years: | ☐ I had a dental check-up within 90 days of enrollment in CHIP |

*Dentist: Please check the service the member received

**Member Information**

<table>
<thead>
<tr>
<th>First Name</th>
<th>Last Name</th>
<th>Date of Birth</th>
</tr>
</thead>
</table>

Mailing Address

City, State Zip Code Phone

CHIP Member ID Number

**Dentist Information (Please sign or stamp to confirm the member above received these services)**

<table>
<thead>
<tr>
<th>Location Name (Please print)</th>
<th>Provider Name (Please print)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provider Signature</td>
<td>Date of Service</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Provider NPI Number</th>
</tr>
</thead>
</table>

If you have questions about your $10 Walmart gift card and/or dental care kit, please call DentaQuest toll free 1-800-508-6775, TDD/TTY 711. Mail the completed form to:

DentaQuest, TX Value Added Services
Stratum Executive Center
11044 Research Blvd
Building D, Suite D-400
Austin, TX 78759
There are three easy ways to change your Main Dentist:

1. **ONLINE**
   Visit us at [www.DentaQuest.com/tx](http://www.DentaQuest.com/tx) and click **MEMBERS**
Then select your Main Dentist in 2 easy steps:

   **Step 1: FIND - A - Dentist**
   **Step 2: Send your Main Dentist Information**

2. **FAX**
   Fill out the information on the back of this form and fax to 1-800-936-0913.

3. **CALL**
   Medicaid Members Call: 1-800-516-0165
   CHIP Members Call: 1-800-508-6775
   •Please note if you send the form by fax or online, you do not need to call to choose or change your Main Dentist.
   Please enter the following information and fax to 1-800-936-0913.

   * Member First Name: 
   * Member Last Name: 
   Member ID (if known): 
   Date of Birth (mm/dd/yyyy):
   Contact Phone Number (###-###-####):
   Best Time to Call: 
   Email Address: 

   * required entries

**Main Dentist Detail**

My preferred dentist from Find-a-Dentist search is:

Dentist Name: 
Address: 
City: 
Zip Code: 
Phone (###-###-####): 
Date of last visit to this Dentist: 