



DentaQuest Networks

In selecting and tiering, if applicable, participating providers in our networks, DentaQuest does not:

Discriminate against high-risk populations by excluding or tiering participating providers because they are located in a geographic area that presents a risk of higher -than-average claims, losses or health care utilization;

Exclude participating providers because they treat or specialize in treating populations that present a risk of higher-than-average claims, losses or health care utilization;

Discriminate against any health care provider who is acting within the scope of his/her license or certification under state law.

DentaQuest maintains networks that provide reliable and consistent access to a large number of dentists. The networks are designed to provide robust and convenient access to care. DentaQuest conducts audits on an annual basis or more frequently when significant changes to the networks or membership are anticipated and/or have already occurred.

Every licensed dentist that provides care in Connecticut may join the networks, subject to compliance with DentaQuest's applicable product rules, regulations, and credentialing guidelines. DentaQuest's does not discriminate in the selection or termination of practitioners on the basis of sex, age, national origin, race, religion, color, marital status or sexual preference or orientation.

As required by law, any provider, interested in participation in the Company's provider network is invited to apply and submit a credentialing application for review following the Company's guidelines and determination by the Credentials Committee. The Credentialing staff reviews all applications to determine whether administrative guidelines outlined in the Company's policies and procedures are met for initial applications, reapplications, and re-credentialing applications.

The Company does not differentiate or discriminate in the treatment of Providers seeking credentialing on the basis of race, ethnicity, gender, age, national origin, religion, sexual orientation, types of procedures or patients the Provider specializes in, if they serve high risk populations or specialize in treatment of costly conditions.

REFERENCES

NCQA Standards: Credentialing
URAC Standards: Credentialing

DentaQuest Connecticut Appointment Standards	Standard
General Practitioner, Emergency	24 hours
General Provider, Non-Urgent	10 business days
Specialists, Emergency	24 hours
Specialists, Non-Urgent	15 business days

Connecticut Appointment Standards:

- General Practitioner, Emergency - 24 hours
- General Provider, Non-Urgent - 10 business days
- Specialists, Emergency -24 hours
- Specialists, Non-Urgent -15 business days

Specialists, Non-Urgent

TIME (T) & DISTANCES (D) STANDARDS

SPECIALTY AREA	FAIFIELD COUNTY (Large Metro)	ALL OTHER COUNTIES (Metro)
Dental	30/15	45/30