

Frequently Asked Questions

1. Can providers still receive paper notification if that is their preference, or if they don't want to use the DQ provider portal?
 - a. Providers can request a paper copy, but they cannot set a preference that all notifications come by print.

2. Will providers be able to request an appeal using this notification process?
 - a. This does not in any way change the current appeal process, just the delivery mechanism of the decision document.

3. Are providers able to download this information from the portal?
 - a. Yes.

4. How long will the notifications be available to the providers and how do they search for one?
 - a. The decision documents will remain on the site. Currently, providers must look in the relevant claim to see the document.
 - b. Coming Soon: DentaQuest will have a library function with searching capabilities.