



FLORIDA NEWSLETTER

Helpful Info and Tips for Florida Providers in the DentaQuest Network

Q4 | 2025

THE NETWORK FOR QUALITY DENTAL CARE IN FLORIDA

DentaQuest is a leading dental insurance provider in Florida, providing dental coverage to eligible members of various Medicaid, CHIP, Medicare-Medicaid, Medicare Advantage, Marketplace and Personal plans. We have built a national oral health ecosystem committed to quality patient care, efficient processes and continuous improvement on the fundamentals to help your practice perform at its best.

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CONTACT DETAILS

DentaQuest Provider Services: (877) 468-5581

DentaQuest Fraud Hotline: (800) 237-9139

Claims Fax: (262) 834-3589

Non-Emergent Review Fax: (262) 241-7150 or (888) 313-2883

ER Review Fax: (262) 387-3736

FloridaProviders@dentaquest.com

FLORIDA PROVIDER PULSE: YOUR SOURCE FOR TIMELY UPDATES AND INSIGHTS

We are pleased to present our quarterly newsletter for our valued provider network. This publication serves as your go-to resource for important updates and educational information, including plan and benefit changes, policy updates, educational articles and resources, and industry news and best practices.

To ensure you receive this valuable information promptly, we will distribute the newsletter via email or fax. Please contact your Provider Partner to confirm we have your current contact information on file.

DENTAQUEST IN FLORIDA EMERGENCY DENTAL VIRTUAL VISIT

Teledentistry.com offers virtual visits to members enrolled in Florida Statewide Medicaid and Florida Healthy Kids plans who are having a dental emergency and do not have a dentist, need access to a dentist after hours or need to consult with a dentist without leaving home or while traveling.

How does Teledentistry.com work?

Teledentistry services will not have any impact on in office benefits or services

The Teledentist will evaluate the member's dental emergency and virtually triage their symptoms

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ember's will be referred to their primary dentist for follow up and any fur their treatment

Teledentistry is a covered benefit under the Florida Statewide Medicaid and Florida Healthy Kids plans

How can members initiate a Teledentistry.com virtual visit?

Call 24/7 at 1-866-302-0905 or visit <https://teledentistry.com/insurance-carriers/dentaquest/>

Get a link to a video conference with dentist

Consult with a dentist online for Statewide Medicaid and Florida Healthy Kids plans.

If you have any questions regarding Teledentistry.com please contact your assigned Provider Partner or send us an email at FloridaProviders@dentaquest.com.



HAS SOMETHING CHANGED? LET US KNOW

Update your information

Please ensure your contact details and practice information are up to date. Changes to Tax I.D.s, EFT payment accounts or new and moved locations should be communicated to DentaQuest as soon as possible. Complete the appropriate change form and email it to:
standardupdates@greatdentalplans.com

- [Provider Information Update Form](#)
- [EFT Form](#)

GET PAID FASTER WITH DIRECT DEPOSIT

Electronic Funds Transfer (EFT) which is commonly referred to as direct deposit, is the fastest, easiest and safest way to receive your claim payments. After a claim is successfully submitted, funds will be deposited within 3 business days. Your remittance will be available online in the Provider Web Portal and no longer mailed to you.

How to Enroll: [Click here to access](#) the EFT form(opens in new tab). Print out the form and fill it out and submit per the instructions on page 2 of the form.

DO YOU KNOW YOUR NETWORK STATUS?

It is important for all staff members to understand the DentaQuest administered plans and the provider's participation with them so they can assist our members effectively. Please contact your Provider Partner if you do not know your plans.

As a contracted provider office, members may reach out to verify that you're in-network. Here are a few things you can do to prepare your office:

- Confirm your directory information by visiting [Florida Providers | DentaQuest](#)
- Make sure your staff is trained on the plans accepted by your office
- Personalized one-on-one training sessions with your assigned Provider Partner Consultant
- Have a plan in place for scheduling and managing new patients.



FLORIDA MEDICAID PROGRAM

DentaQuest would like to take this opportunity to remind you that all Medicaid providers and entities rendering services in the State of Florida must be enrolled in Medicaid and meet all provider requirements at the time the service is rendered. Every entity that provides Medicaid services must enroll as a Medicaid provider.

All claims submitted require that all information related to billing, rendering, ordering, referring, prescribing, and attending providers be enrolled with Florida Medicaid. Providers should submit claims in a manner that matches the data on the Florida Medicaid Provider Master List.

Revalidation is required every three to five years, providers must complete the renewal process by the expiration date on the provider's Florida Medicaid provider agreement. Providers are ineligible for payment from Florida Medicaid under the fee-for-service delivery system and from a Medicaid managed care plan for failure to renew the provider's application before the renewal date.

To enroll or revalidate:

- Visit the Florida Medicaid Web Portal [Enrollment | Florida Medicaid Web Portal](#)
- Either apply for, or log in with, your existing username and password

Questions: Call Medicaid Provider Help Line 1-800-289-7799

 Option 4: Provider Enrollment

 Option 7: Provider Services Contact Center

IMPORTANT DOCUMENTS AND LINKS

- ☒ Medicare Waiver of Liability Statement-[Medicare Waiver of Liability Statement](#)
- ☒ WellCare Resources-[WellCare Medicare Benefit Summaries - 2025](#)
- ☒ Preferred Drug List-[Florida Medicaid Preferred Drug List \(PDL\) | Florida Agency for Health Care Administration](#)
 - We use the Florida Medicaid Preferred Drug List (PDL). The PDL is the list of drugs that a provider will use when prescribing medicine. A doctor can prescribe most of these medicines to a member without getting an approval from us. The PDL is updated frequently.



MEET YOUR DEDICATED PROVIDER PARTNER CONSULTANTS

We are thrilled to present our Provider Partner Consultants; key members of our team committed to supporting your practice. These experienced professionals bring a wealth of knowledge to help your dental office thrive.

What Our Provider Partners Offer:

- ❖ Extensive experience in dental insurance
- ❖ Strong relationships with providers and dental offices
- ❖ Deep industry understanding
- ❖ Valuable insights and tailored solutions

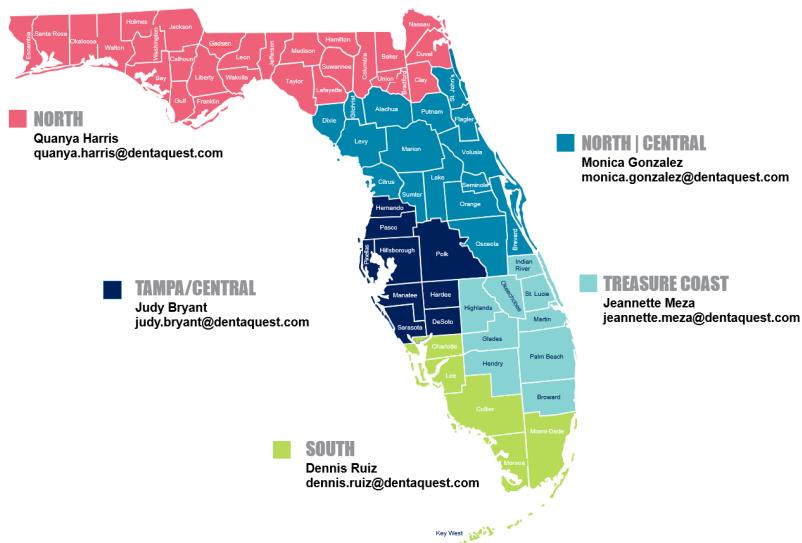
How They Can Help You:

- ❖ Serve as your primary point of contact
- ❖ Address questions and concerns
- ❖ Identify opportunities for growth
- ❖ Ensure seamless communication with DentaQuest

Benefits to Your Practice:

- ❖ Expert support tailored to your needs
- ❖ Streamlined problem-solving
- ❖ Enhanced focus on patient care
- ❖ Improved success within our provider network

We encourage you to reach out to your assigned Provider Partner whenever you need assistance. Their dedication to your success allows you to concentrate on what truly matters – delivering excellent dental care to your patients.



Your Provider Partner is here to help your practice flourish. Don't hesitate to contact them for support!



PROVIDER ALERT- FLORIDA REQUIRED TRAINING

As a condition of your continued participation, the State of Florida requires that your office complete its annual Non-Discrimination Provider Training, General Compliance Training, Cultural Competency Training and Fraud, Waste & Abuse Training. The purpose of these training courses is to provide instruction regarding the federal and state regulations which prohibit discrimination, non-compliant behavior and fraudulent activity in programs and activities that are funded by federal and state dollars.

You MUST complete these training courses to continue to participate in our government- based program(s):

Step 1

Dentists and their staff members are to complete all two (2) training courses on our website: Dental Providers | DentaQuest

You will find the Trainings and Educations section midway down the page:

- Cultural Competency & Non- Discrimination Training
- General Compliance and Fraud, Waste & Abuse Trainings

TRAINING AND EDUCATION

DentaQuest's robust training empowers you to make a positive impact on the oral health of your community while benefitting your practice.

REQUIRED ANNUAL TRAINING
Cultural Competency & Non-Discrimination Training

DentaQuest does not discriminate against members, providers or employees on the basis of race, color, birthplace, language, sex, religion, beliefs, age, or disability. This training provides instruction on the federal and state regulations which prohibit discrimination in programs and activities that are funded by federal and state dollars.

[Start the Cultural Competency and Non-Discrimination Training](#)

REQUIRED ANNUAL TRAINING
General Compliance and Fraud, Waste & Abuse Training

DentaQuest is committed to being vigilant against suspected fraud. If ignored, fraud inflates the cost of healthcare and can undermine access to affordable healthcare coverage. This training covers the laws, regulations and penalties pertaining to Non-Compliance and Fraud, Waste & Abuse (FWA) as well as how to report, prevent, and correct it.

[Start the General Compliance and Fraud, Waste and Abuse Training](#)

Step 2



Submit Completed Training Attestation

Online (Preferred) at the following link: <https://www.surveymonkey.com/r/XKFHMTW>
If you are unable to complete electronically online, please print page contact your dedicated Provider Partner or email us at floridaprovider@dentaquest.com.

If you participate in more than one DentaQuest program, you only need to complete one attestation for each off location. Please note, this is a required training that must be attested to by a minimum of 1 member of your staff.

We look forward to hearing from you and continuing our partnership with you to serve the dental needs of the members enrolled in the programs in the State of Florida. If you have any questions, you may contact your dedicated Provider Partner or email us at floridaprovider@dentaquest.com.

We must receive a copy attestation per location no later than December 31, 2025.



LIVE TRAINING SCHEDULE:

As a participating provider with DentaQuest, we invite you to join our monthly training webinars designed to enhance your understanding of our processes and improve the quality of care for our members.

We are pleased to offer both group webinars and personalized one-on-one training sessions to best suit your needs. To schedule a personalized training session, please email us at FloridaProviders@dentaquest.com

HOW TO JOIN OUR WEBINARS:

Option 1: Microsoft Teams Meeting

- Click: <https://teams.microsoft.com/l/meetup-join>
- Enter the Meeting ID and Passcode (provided below)



Option 2: Phone Conference

- Dial the Phone Conference number 1-339-666-3919
- Enter the Meeting ID (provided below)



Date	Time EST	Topic	Conference ID	Link and Meeting ID	Passcode
12/8/2025	12:00PM	FL -DentaQuest Provider Training Solis Medicare Plans	480 113 605#	Join the meeting now Meeting ID: 283 960 917 326 46	4B5Au3Ba
12/18/2025	10:00 AM	DentaQuest Provider Training Medicaid Plans	535 939 142#	Join the meeting now Meeting ID: 238 984 259 893	yUCgXe
12/10/2025	12:00 PM	Q4 DentaQuest Provider Training Florida Healthy Kids	353 993 923#	Join the meeting now Meeting ID: 239 997 265 943	RK9XW3mm
12/11/2025	12:00 PM	FL Q4-Provider Training Broken Appointment Program Best Practices and Healthy Behaviors	592 529 451#	Join the meeting now Meeting ID: 289 327 827 289	DFgp2Q
12/17/2025	12:00 PM	FL -Q4 DentaQuest Provider Training WellCare Medicare Plans	136 047 656#	Join the meeting now Meeting ID: 250 512 417 171	XD9UZ9de



FREE CONTINUING EDUCATION COURSES

DentaQuest is pleased to share a series of free continuing education courses designed to support dentists and other oral health professionals.

These courses aim to:

- Enhance the knowledge and skills of dental professionals
- Provide valuable resources for students in the field
- Empower community partners involved in oral health initiatives



- December 2, 2025: Bridging Microbial Ecology and Clinical Research to Optimize Periodontal Treatment and Prevent Implant and Restorative Failures Register [Here](#)
- December 4, 2025: Peri-Implantitis: What your patient can do to avoid losing the implant. What you can do Register [Here](#)
- December 5 , 2025: The silver tsunami: safeguarding the oral health of older adults Register [Here](#)
- December 6 , 2025: Infection Control In Dental Settings 3.5 CEU Register [Here](#)
- December 10 , 2025: Science of Dental Caries: Advanced Insights for Preventive and Restorative Practice Register [Here](#)
- December 17 , 2025: New Advances In Oral Irrigation Register [Here](#)
- December 18 , 2025: Understanding and Management of Oral Mucositis for the Dental Clinician Register [Here](#)
- December 18, 2025: Rinse and Learn. Clinical Insights and Training to Integrate Molecular Iodine in Practice Register [Here](#)
- December 29, 2025: Aerosol Generation and Mitigation in the Dental Practice Register [Here](#)
- December 30, 2025: Human Trafficking: Role of the Dental Clinician Register [Here](#)

By participating in these courses, you'll stay current with the latest advancements in dentistry and contribute to the overall improvement of oral health care delivery.

