

FLORIDA NEWSLETTER

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Helpful Info and Tips for Florida Dental Offices in the DentaQuest Network

Q3 | 2026

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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

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SERVING PATIENTS ACROSS FLORIDA

DentaQuest is a leading dental insurance provider in Florida, providing dental coverage to a membership count close to 1.6 million eligible members across 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.

VERIFY YOUR PROVIDER PARTICIPATION STATUS

It's essential for your staff to understand the DentaQuest-administered plans your office participates in so you can effectively assist members. If you're unsure which plans you accept, contact your Provider Partner.

As a contracted provider, members may reach out to verify your in-network status. Here's how to prepare:

- Confirm your directory information at Florida Providers | DentaQuest
- Ensure your staff is trained on all plans your office accepts
- Schedule personalized training with your assigned Provider Partner Consultant
- Establish procedures for scheduling and onboarding new patients

NEW PROVIDER APPLICATIONS & CREDENTIALING

Online Application Submission

New provider applications can be submitted online using the appropriate profile below:

- Dentist Profile (Initial/Reapply Application) – Dentist Profile
- Office Profile – Office Profile

Recredentialing

Recredentialing occurs every 3 years. Submit recredentialing applications online through the Recredentialing Dentist Profile.

- Recredentialing Profile (Recredentialing only) – Recred Dentist Profile | DentaQuest

Credentialing Support

- Credentialing Hotline: 1-800-233-1468
- Credentialing Fax Line: 1-262-241-4077

CORRECTED CLAIMS SUBMISSIONS

When possible, it is preferred to submit a corrected claim instead of voiding a claim. Corrected claims should be used for simple corrections, such as an incorrect code, missing or incorrect fee, wrong tooth number, or similar updates. To help ensure proper processing, enter “CORRECTED CLAIM” as the first words in the remarks/notes field, Box 35; include the original claim number; clearly state the correction needed; and submit

corrected claims through the Provider Portal, clearinghouse, or ADA paper claim form. If the claim is not noted as “CORRECTED CLAIM,” it may deny as a duplicate or as untimely filing if submitted after 365 days from the original date of service.

VOID REQUESTS

Void requests can be submitted from the claims page in the Provider Portal. From the claims page, click the ellipsis, or three dots, to the right of the claim status, then select VOID. You may also begin from within the member’s claim by clicking the button at the top of the page. Select the reason for the void request from the drop-down menu, click to highlight the attestation, click Submit Void, and the confirmation page will display.

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. 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. Print the form, complete it, and submit it according to the instructions on page 2.

DENTAQUEST PROVIDER PORTAL

DentaQuest is committed to helping you improve the oral health of your patients; we also respect the contributions of our providers. By providing you with advanced technological tools, we eliminate the administrative burden associated with participating in government-sponsored programs. Beyond representing an act of public service in your community, we want your participation in our network to represent a sound business decision.
We strongly encourage you to register on the DentaQuest Provider Web Portal.
Sun Life DentaQuest provider portal
The Provider Portal gives you free, real-time access to many resources.
Our portal lets you:

- Access our Office Reference Manual (ORM)
- Access your Panel Roster and Member Intervention List
- Verify member eligibility and service history
- Submit dental claims and authorizations
- Upload necessary documentation
- View Explanation of Benefits (EOBs)
- View up-to-date payment information
- Review claims status
- Check benefits
- Message DentaQuest through secure messaging

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HELP REDUCE BROKEN APPOINTMENTS

Missed and cancelled appointments can affect member health, practice schedules, and continuity of care. The Broken Appointment Program supports member education and outreach while helping DentaQuest identify opportunities to improve appointment attendance.

Report broken or cancelled appointments through the Provider Portal

D9986: Missed/Broken Appointment

D9987: Cancelled Appointment

In Box 35, identify whether the event is the member's 1st, 2nd, or 3rd+ broken appointment.

The submission is for reporting only. No payment is tied to D9986 or D9987.

Members may not be charged for broken or cancelled appointments.

Your reporting helps DentaQuest conduct outreach that reinforces the importance of keeping appointments and assists members in addressing barriers to care. Contact your DentaQuest representative for additional guidance

IMPORTANT REMINDER

Florida Medicaid requires providers rendering services to Medicaid recipients to be properly enrolled to support reimbursement and encounter submission. If you are a sole proprietor, ensure your individual enrollment and NPI information are correctly established. If you are a dental group, ensure your organizational enrollment and NPI information are correctly established in both Florida Medicaid and DentaQuest records.

Claims may be delayed or denied if provider, billing, enrollment, or NPI information does not align with your DentaQuest record and your active Florida Medicaid enrollment record.

When submitting claims to DentaQuest you must submit all forms of NPI properly and in their entirety for claims to be accepted and processed accurately. If you are presently submitting claims to DentaQuest through a clearinghouse or through a direct integration you need to review your integration to assure that it is in compliance with NPI and enrollment requirements.

To request a Group Medicaid ID, apply directly through the Florida Medicaid Online Enrollment Wizard for either Limited or Full Enrollment. Either option can result in assignment of a Medicaid ID that may be used by plans to submit encounter data.

To apply, please use the Florida Medicaid Web Portal and access the Online Enrollment Wizard under Provider Services > Provider Enrollment. If you have questions about completing the online provider enrollment application, please review the Florida Medicaid Provider Enrollment Application Guide

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Florida Medicaid Provider Enrollment App Guide.pdf. If you still need help, please contact the Florida Medicaid Provider Enrollment Call Center at 1-800-289-7799, option 4.

MEDICARE ADVANTAGE ANNUAL ENROLLMENT PERIOD (AEP)

What You Need To Know

As a participating provider in one or more dental networks that serve Medicare Advantage members, your office may receive calls from individuals exploring dental coverage options for the coming year. Each fall, Medicare beneficiaries have an opportunity to review and select coverage during Medicare's Annual Enrollment Period (AEP), and many contact dental offices to confirm whether a dentist participates in the network associated with a plan they are considering. **For many beneficiaries, access to their preferred dental provider is an important consideration when selecting coverage, making accurate responses to these inquiries especially important.**

We are sharing this information to help your team know what to expect and where to find resources to verify participation information when questions arise.

Because of this, your front office team may receive an increase in calls from individuals exploring coverage options beginning in early October and continuing throughout the enrollment period (which ends on December 7, 2026). These conversations can play an important role in helping patients make informed decisions about their dental coverage and care options.

How Your Office Can Prepare

- Ensure team members who answer phones are aware that Medicare beneficiaries may call to ask whether your practice participates in a particular dental network or plan.
- Encourage staff to verify network participation information before responding to these inquiries.
- If questions arise regarding network participation, your office can verify participation information through the Provider Portal (providers.dentaquest.com) or by contacting your Provider Partner.
- Direct callers to their health plan for questions related to specific benefits, coverage levels, enrollment requirements, or plan comparisons.

Being prepared to answer these questions accurately can help create a positive experience for both existing and future patients while supporting individuals as they evaluate their coverage options.

If you have any questions, please contact your DentaQuest Provider Engagement team at FloridaProviders@dentaquest.com

ENHANCE YOUR TEAM'S KNOWLEDGE WITH DENTAQUEST PROVIDER TRAINING

As a participating provider with DentaQuest, we invite you to join our comprehensive training designed to strengthen your team's understanding of our processes and improve the quality of care for our members. We offer flexible training options to meet your needs:

- Group webinars for teams seeking shared learning opportunities
- Personalized one-on-one training sessions tailored to your practice's specific needs



Schedule Your Training Today

Whether you're onboarding new staff or seeking a refresher, our training programs provide valuable insights into DentaQuest policies, procedures, and best practices.

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To schedule an in-person or virtual training session, email us at FloridaProviders@dentaquest.com

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

- October 9, 2026: The Science of Dental Plaque: The Hidden Biofilm Driving Disease—And How to Control It Register Here
  - 1 CE credit is offered upon successful completion of quiz and course evaluation.
- October 12, 2026: Nutrition ↔ Oral Health: The Bi-Directional Link Driving the Oral Microbiome, Periodontal Health and Post-Operative Healing Register Here
  - 1 CE credit is offered upon successful completion of quiz and course evaluation.
- October 19, 2026: Electronic Cigarettes and The Culture of Vaping Register Here
  - 1 CE credit is offered upon successful completion of quiz and course evaluation.
- November 5, 2026: Clostridium Difficile: Dentistry's Overlooked Threat Register Here
  - 1 CE credit is offered upon successful completion of quiz and course evaluation.
- November 6, 2026: The Tongue Tells All: Unlocking the Diagnostic Power of Dentistry’s Most Overlooked Organ Register Here
  - 1 CE credit is offered upon successful completion of quiz and course evaluation.
- November 25, 2026: Mastering Post-Op Care: Infection Free and Fast Healing Register Here
  - 1 CE credit is offered upon successful completion of quiz and course evaluation.
- December 3, 2026: When to restore caries lesions Register Here
  - 1 CE credit is offered upon successful completion of quiz and course evaluation.
- December 15, 2026: Understanding and Management of Oral Mucositis Register Here
  - 1 CE credit is offered upon successful completion of quiz and course evaluation.
- December 22, 2026: Advancing Xerostomia Care: The Role Of Molecular Iodine Rinses In Treatment And Management Register Here
  - 1 CE credit is offered upon successful completion of quiz and course evaluation.

NOMINATE A SPECIALTY DENTIST

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Thank you for being a valued partner in our network. One of our ongoing priorities is ensuring that members have timely access to high-quality specialty dental care. Your recommendations can help us identify trusted specialists who serve your community and support continuity of care.

We welcome nominations for

- Oral surgeons
- Endodontists
- Orthodontists
- Periodontists
- Prosthodontists

Expanding the specialty network can create more referral options, improve access to care, reduce travel distances, and support timely treatment for members who need specialty services.

To submit a nomination, reply with any information available:

- Provider or practice name
- Specialty
- Phone number
- Email address or office location

Our Provider Relations team will be happy to contact the provider and discuss participation opportunities. Thank you for helping us grow a network that supports providers and the communities we serve.

FLORIDA PROVIDER PARTNER CONSULTANTS

Need help navigating DentaQuest processes or supporting your office team? Your assigned Provider Partner Consultant is here to help keep your practice connected, informed, and moving forward.

Why connect with your Provider Partner?

- Get answers to provider questions and office concerns
- Receive guidance on DentaQuest tools, processes, and resources
- Identify opportunities for training, support, and practice growth
- Strengthen communication between your office and DentaQuest

Use the county listing below to identify the Provider Partner assigned to your office location.

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Florida Provider Partners	
Provider Partner	**Florida Counties**
Dennis Ruiz 786-390-7664 Dennis.Ruiz@DentaQuest.com	Monroe, Miami-Dade, Collier, Lee, and Charlotte Counties
Jeannette Meza 786-409-8650 Jeannette.Meza@DentaQuest.com	Broward, Palm Beach, Martin, Saint Lucie, Indian River, Okeechobee, Highlands, Glades, and Hendry Counties
Judy Bryant 813-285-8685 Judy.Bryant@DentaQuest.com	DeSoto, Hernando, Hardee, Hillsborough, Manatee, Pasco, Pinellas, Polk, and Sarasota Counties
Monica Gonzalez 407-739-1649 Monica.Gonzalez@DentaQuest.com	Alachua, Brevard, Citrus, Dixie, Flagler, Gilchrist, Lake, Levy, Marion, Orange, Osceola, Putnam, Seminole, St. Johns, Sumter, and Volusia Counties
Quanya Harris 850-598-9177 Quanya.Harris@DentaQuest.com	Baker, Bay, Bradford, Calhoun, Clay, Columbia, Duval, Escambia, Franklin, Gadsden, Gulf, Hamilton, Holmes, Jackson, Jefferson, Lafayette, Leon, Liberty, Madison, Nassau, Okaloosa, Santa Rosa, Suwannee, Taylor, Union, Wakulla, Walton, and Washington Counties

Have a question or need support? Reach out to your assigned Provider Partner Consultant for personalized assistance.