Louisiana Medicaid

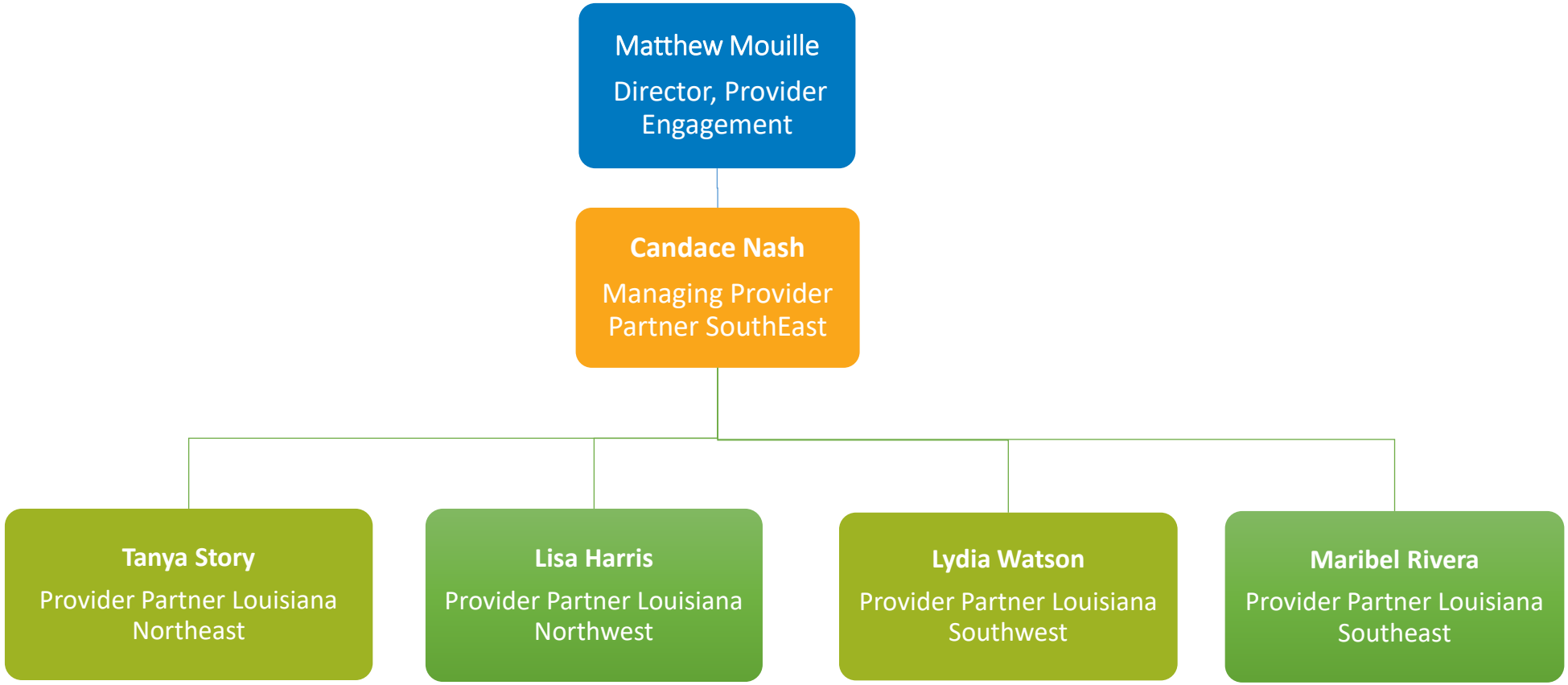
Louisiana Education Session

DentaQuest®

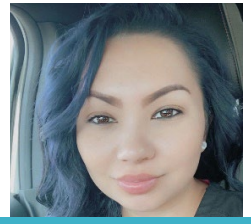


WE VALUE OUR PROVIDERS

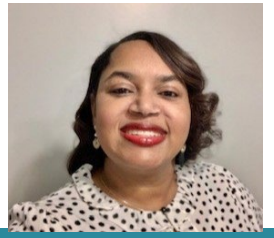
Your Louisiana Network Management Team



Louisiana Provider Partner Parish Assignments



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DentaQuest

Provider Services & Provider Partners

- The DentaQuest IVR and Portal are available 24/7 for information

- Providers can reach our provider partners via email. For a quick response to your questions please include specific Parish in the subject line via email LouisianaProviders@DentaQuest.com.

- Providers can reach provider services at 800.508.6785 during business hours for assistance by a representative

How does the statewide Louisiana Medicaid Program work for dental?

- All DentaQuest providers are credentialed and contracted to serve our Medicaid members under the Louisiana Medicaid Dental Health Program.

- Providers also have to enroll/register for a Medicaid ID on the Louisiana Department of Health's website at www.lamedicaid.com .

PROVIDERS
YOU CAN STILL COMPLETE YOUR REQUIRED ENROLLMENT AT LAMEDICAID.COM

CLICK HERE
TO BEGIN THE ENROLLMENT PROCESS



- Any questions related to LDH enrollment please contact Gainwell Technologies at 877-598-8753.

gainwell

How Can I become a Provider?



- New providers wishing to be part of our network must be credentialed and contracted via DentaQuest.
- Sign up with The Council for Affordable Quality Healthcare (CAQH) and maintain your credentialing information in one place. There is no cost and online registration is fast and easy.
- Ensure the provider is register w/gainwell.

Provider Credentialing

1

New Providers

- Applications can be submitted via CAQH or online at www.DentaQuest.com

2

Reapplying Providers

- Re-credentialing is done every 3 years
- credenrollment@greatdentalplans.com
- Online applications can be submitted at www.DentaQuest.com

3

Credentialing Hot Line:
1-800-233-1468

4

Credentialing Fax Line:
1-262-241-4077

What benefits are offered to members?

Dental Benefits

DentaQuest offers dental benefits to cover most children's-EPSDT dental needs.

Preventive and diagnostic benefits, include dental cleanings, exams, x-rays, fluoride, sealants, and more.

Therapeutic benefits treat cavities, gum or tooth pain, or other dental problems including fillings, extractions, root canals, dental emergencies, and more.

Prosthodontic benefits, include complete and partial dentures.

DentaQuest also offers dental benefits for adults-Denture Plan.

Diagnostic benefits, include exams and x-rays (in conjunction with Prosthodontics).

Prosthodontic benefits, include complete and partial dentures.

DentaQuest also offers dental benefits for -additional Adult Plans for member w/disabilities (Waiver and/or ICF)

Preventive and diagnostic benefits, include dental cleanings, exams, x-rays, fluoride, sealants, and more.

Therapeutic benefits treat cavities, gum or tooth pain, or other dental problems including fillings, extractions, root canals, dental emergencies, and more.

Prosthodontic benefits, include complete and partial dentures.

All benefits will be reflected in the Office Reference Manual (ORM), under related documents on the provider portal. Providers can reference it at any time, via the link below:

https://dentaquest.com/en/providers/louisiana

DENTAL HOME

Dental Home

DentaQuest's Dental Home is designed to increase preventative access for all our patients, enhance relationships between members and providers, improve continuity of care, and facilitate better oral health outcomes.

With this program, we expect that in partnership with our providers, you will help drive preventative access by proactively contacting members and scheduling new/existing member appointments. This will greatly help achieve improved access and result in a higher number of assigned members to your office.

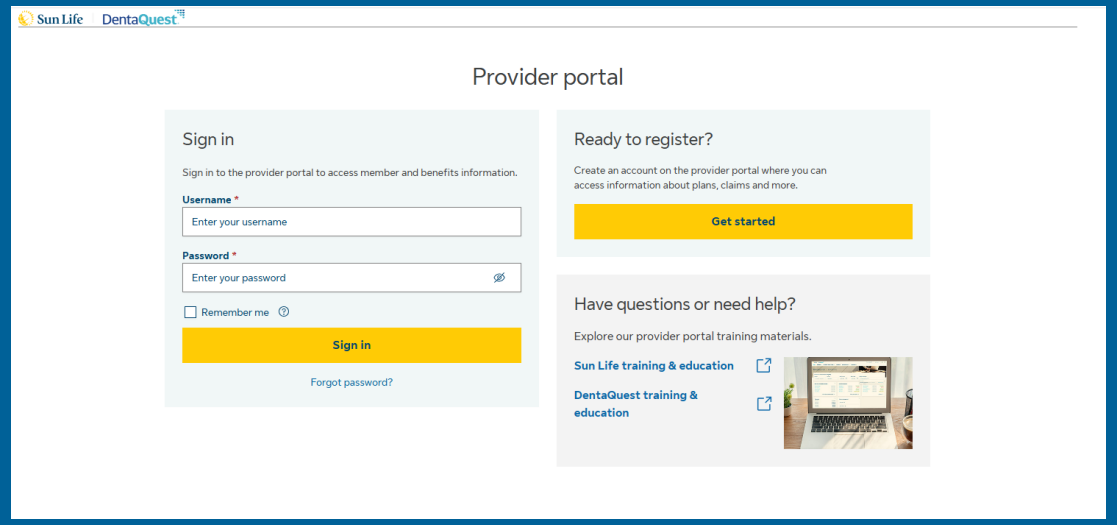
Overview:

- Dental Home assigns members all ages.
- Members are assigned to providers based on where they were last seen or to the closest provider accepting new patients.
- Members are notified of their assigned Dental Home and educated on the program.

Although member assignment is intended to encourage members to use their dental home, they may go to any participating provider.
A list of the members assigned to your office is available on the Provider Web Portal.

WEB PORTAL OVERVIEW

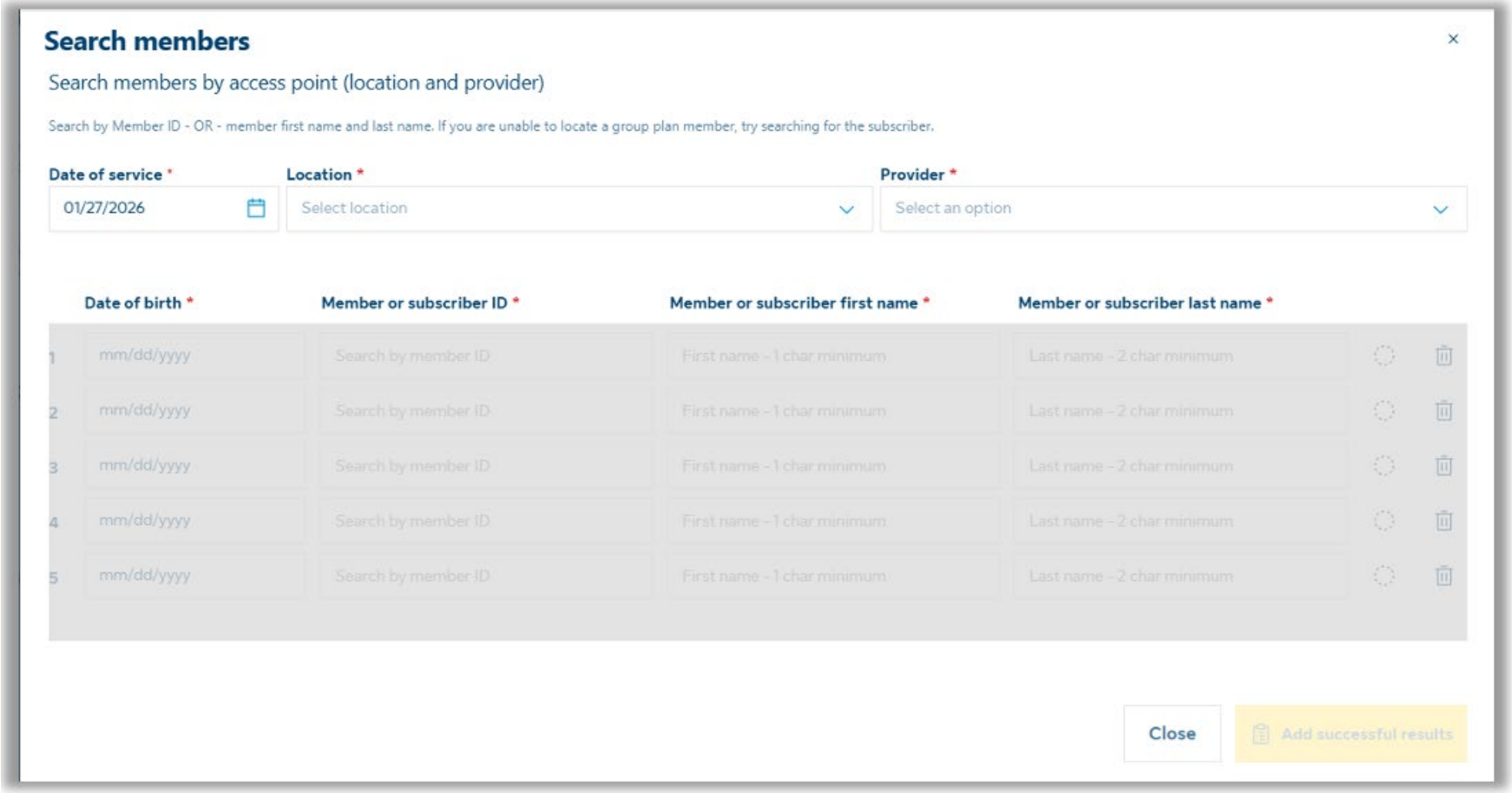
DentaQuest Provider Web Portal



- Portal Link: https://providers.dentaquest.com
- View member eligibility, main dental home provider, member service history, benefit details (deductibles and maximums).
- Submit claims and prior authorizations.
- View and print fee schedules.
- View the status of submitted claims, prior authorizations and interim care transfers.
- View and print Explanations of Benefits (EOB).
- Generate a provider roster of all assigned members to your office.
- Find participating dentists (FAD-Find a Dentist) .
- Secure site with claim and auth attachments capabilities.
- The Office Reference Manual (ORM)

Member Eligibility

You can access the member eligibility search from the Dashboard (click **Home**) or from the Members tab by clicking on New Search. The Search members page is displayed.



Broken Appointments

Consequences of Broken Appointments

- Providers: lost revenue, staffing challenges, and scheduling disruptions
- Members: delayed care, progression of oral disease, and strained provider relationships

How the Broken Appointment Program Responds

- Partners with providers to identify members who miss or cancel appointments without rescheduling
- Conducts targeted outreach to educate members and address barriers to care
- Encourages timely rescheduling and continued dental care

Submit a claim for broken appointments using one of the following codes:

- D9986 Missed Appointment
- D9987 Cancelled Appointment
- Use box 35 on claim form to identify a first, second or third+ broken appointment

ACCESSING YOUR PANEL ROSTER

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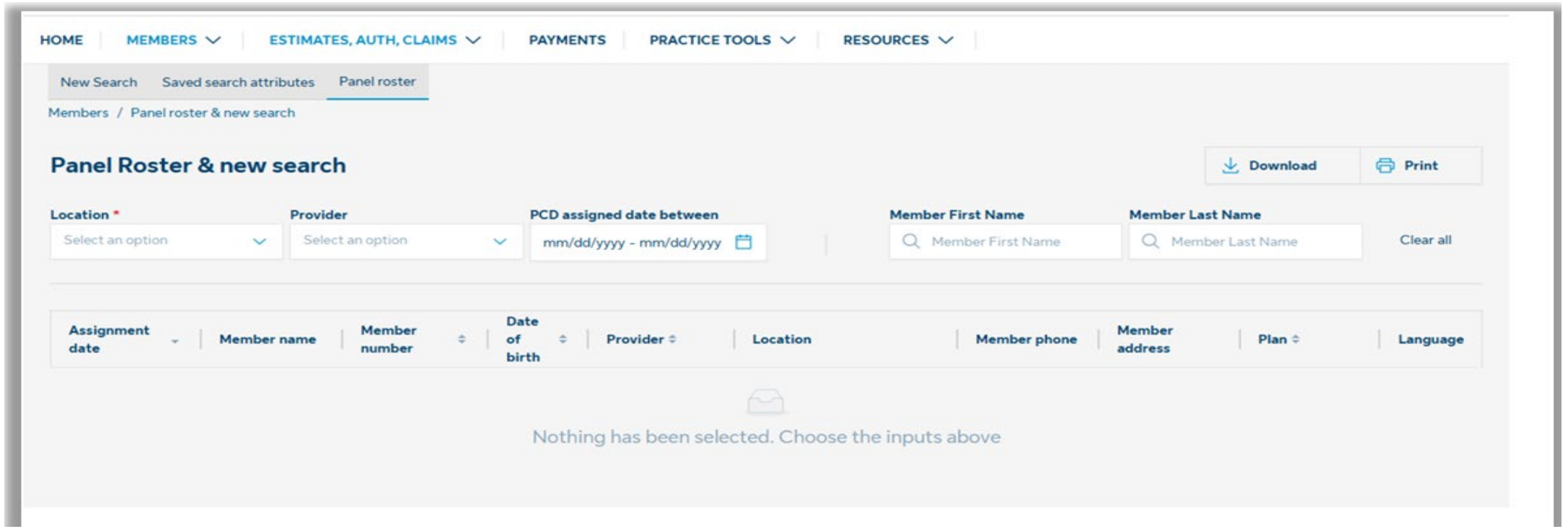
Panel Roster

The panel roster provides dentists with a list of members assigned to them; our rosters are updated nightly. For Louisiana, the panel rosters are connected to the service office; you must search by the service office location. You cannot search by business or individual provider.

Note: When searching and viewing the panel roster, you can limit the results of the search to one member by providing additional member information including First Name, Last Name, and Date of Birth (DOB).

Panel Roster

- To locate the panel roster, click the Members tab, and then select Panel roster.
- Select the appropriate location from the Location field. You can narrow down the results by also typing the PCD assigned date range in the PCD assigned date between field. You can also search for a specific member by typing the member's first name in the Member First Name field and the member's last name in the Member Last Name field.



ADMINISTRATION

DentaQuest®

Provider Update Process

- Ensure DentaQuest has your office email on all profiles in our system and it is current.
- Any change to email address, physical address, phone, etc., complete the Standard Update Form.
- DentaQuest Provider Update Form found via the DentaQuest Provider Portal.
- - Include the effective date for the change
- - Complete all sections that apply
- - Email form to: standardupdates@dentaquest.com or
- - fax form to: 262-241-4077

Provider Updates

Any of the updates listed below should be sent to the following email address using the Provider Update Form: StandardUpdates@dentaquest.com

Adding new locations to an existing provider	Linking existing provider(s) to existing location(s)	Making changes to bank information (If EFT)	Name changes (requires new contract, Disclosure of Ownership and W-9)	TIN# changes (requires new contract, Disclosure of Ownership and W-9)

The DentaQuest Provider Update Form can be found on the Provider Web Portal under related documents.

Claims

Claims may be submitted in the following formats:

- Electronically through a Clearing House
  - Our Payor ID for electronic submission is CX014

-Include address on electronic claims:

DentaQuest, LLC

PO Box 2906

Milwaukee, WI 53201-2906

- DentaQuest Secure and Free Web Portal found at:

dentaquest.com

- Louisiana timely submission is within 12 months from the date of service.
- Timely filing for COB is within 12 months from the date of denial or payment of the primary carrier's EOB and no longer than 12 months from the date of service.

DentaQuest

Appeals

Appeals must be filed within 60 days from the date on the determination letter.

- When filing an appeal, a Member Consent Form is required. The form must be completed and signed by the member. The Member Consent Form can be found in the ORM on the DentaQuest Provider Web Portal.
- Appeals should be sent to the attention of DentaQuest -Provider Appeals.
    - Providers can use our secure and free web portal found at

      dentaquest.com or,
    - Mail to PO Box 2906, Milwaukee, WI 53201
    - Fax to 1-262-834-3452

Electronic Fund Transfer (EFT)

Receiving payment from DentaQuest via electronic funds transfer (EFT) is an easier, faster, and safer way for providers to be reimbursed for services rendered. Our goal at DentaQuest is to have 100% of our providers receiving EFT. Please contact Standard Updates for assistance at email address: StandardUpdates@dentaquest.com if you are still using paper checks.

To enroll, complete and submit the Electronic Funds Transfer form located on the Provider Web Portal.

RESOURCES

DentaQuest®

Online Resources

- Provider Web Portal: dentaquest.com
- Claims Questions: denclaims@DentaQuest.com
- Eligibility or Benefit Questions: denelig.benefits@DentaQuest.com

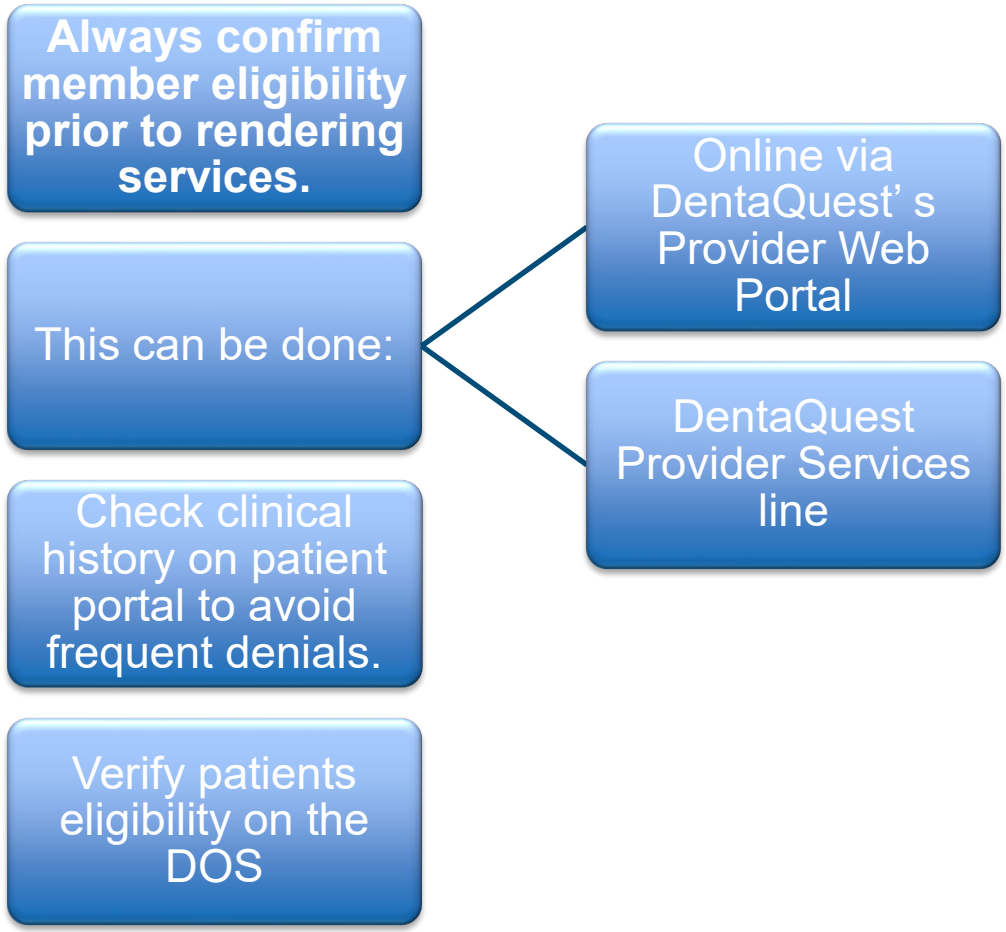
- Online Credentialing: Enroll in CAQH or submit
  submit your DentaQuest application directly to us: credenrollment@greatdentalplans.com

Via this link Providers have access to:
https://www.dentaquest.com/en/providers/louisiana
Office Reference Manuals, access to resources, enrollment, documents, fee schedules, etc.

IMPORTANT REMINDERS

- It is very important to verify the member's eligibility status every time they come into your office.
- Confirm the identity of all patients by asking for picture identification for the patient or the patient's parent or guardian.
- Make a copy of the identification card and the picture ID for your records.
- Provider may bill a Member for non-Covered Services if the Provider obtains a written waiver (Member Consent Form) from the Member prior to rendering such services.
- A recommended Member Consent Form can be found on the DentaQuest Provider Web Portal.
- Check the member's history using the DentaQuest web portal to confirm whether or not the benefit has been consumed to prevent claim denials.

Member Eligibility




Q&A


DentaQuest