



DentaQuest
a Sun Life company

Program Updates for Louisiana Dentists

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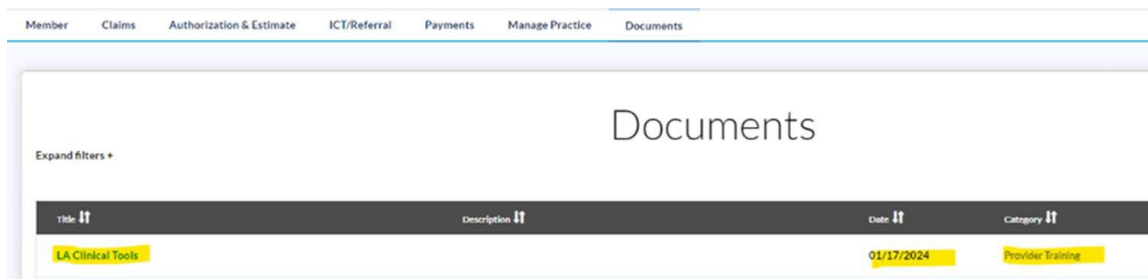
IN THIS ISSUE

- Clinical Tools
- Meet Your Provider Partners
- Provider Training
- Team Smiles

Clinical Tools

DentaQuest values the providers and appreciates the services provided to Louisiana Medicaid – Child/EPSTD members. Your efforts directly result in increased access to high quality treatment for thousands of Louisiana Medicaid members.

As a reminder we want to inform you of a valuable tool that outlines our criteria for approving certain services. The tool is available under the “Documents” section of the portal and is titled LA Clinical Tools.





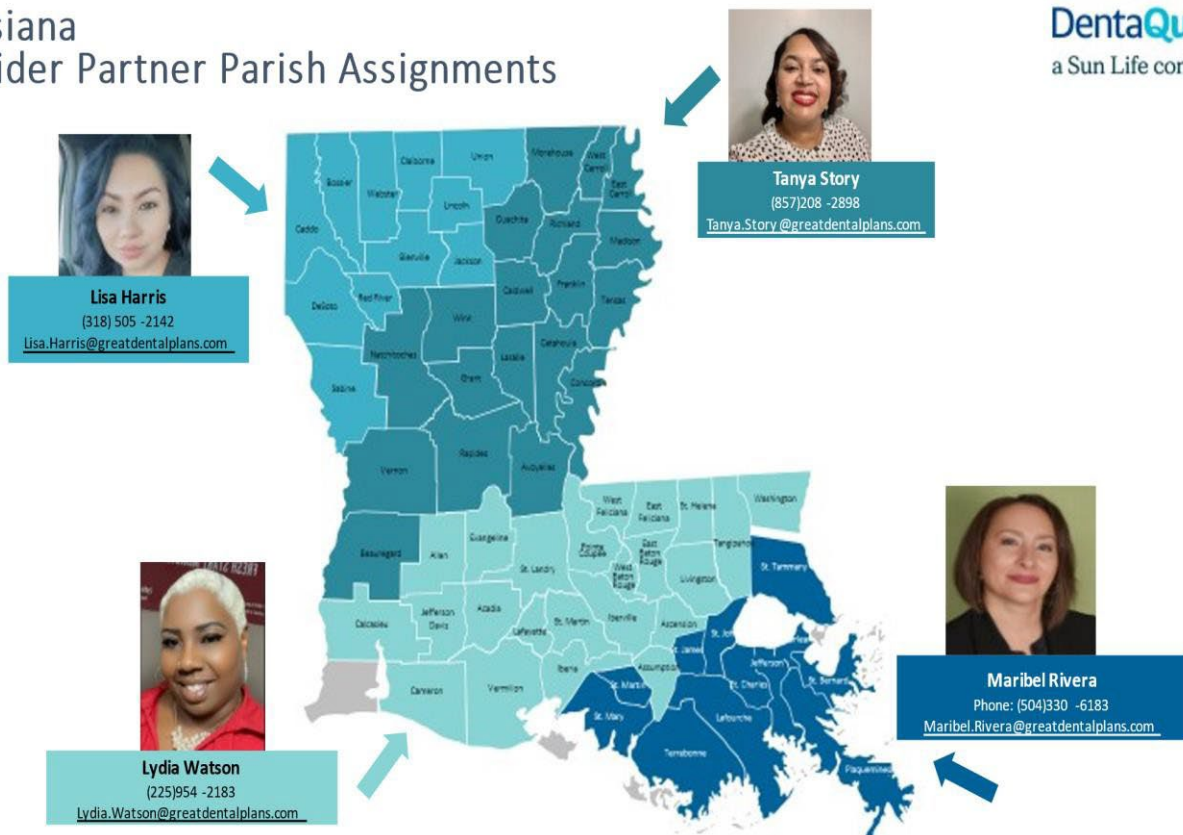
The document provides:

- Documentation needed for authorization.
- Criteria for approval.
- In addition, when submitting a narrative, the following elements should be included:
 - Patient specific (no templated narrative).
 - Tooth specific (if multiple teeth are involved, narrative must address each tooth individually).
- Submitting a thorough and complete narrative along with x-rays and/or photographs (when applicable) will ensure your request is reviewed for medical necessity in a timely manner.

Meet Your Provider Partners

DentaQuest has established a provider engagement team with commitment and experience in Medicaid. They are available to meet with you virtually or in person to provide program information and to answer any questions you may have. Our goal is to ensure a quality run program for both our Providers and Members. Contact information is below.

Louisiana Provider Partner Parish Assignments





Provider Training

DentaQuest is excited to offer training sessions regarding the Louisiana Medicaid Plans administered by DentaQuest. These trainings will provide detailed information on the administration of the plans and how to effectively incorporate them in your practice.

The topics will include:

- Plan overview
- Authorizations
- Claim Submission Tips
- Provider Web Portal Overview
- Contact Information
- Q & A

More details are forthcoming regarding dates.

Team Smiles

Fourteen DentaQuest and Sunlife employees participated with the New Orleans Saints TeamSmile Dental Clinic in New Orleans on February 23, 2024. DentaQuest Dental Director, Dr. Damien Cuffie, opened the event with a welcome and a little history on the genesis of TeamSmile.

DentaQuest joined other community volunteers for the free dental clinic that serviced over 200 children with exams, x-rays, sealants, and extractions.





Important Reminders

<p>Provider Resource Documents</p>	<p>The following documents are listed on the Provider Resources tab on the Louisiana Provider microsite.</p> <ul style="list-style-type: none"> • Office Reference Manuals (ORM) • Provider Training Schedule • Quarterly <p>https://www.dentaquest.com/en/providers/louisiana</p>
<p>DentaQuest Holiday Closures</p>	<p>In observance of the Memorial Day and Juneteenth holidays, DentaQuest will be closed on the following days:</p> <ul style="list-style-type: none"> • Monday, May 27th • Wednesday, June 19th