

### MN UCARE Frequently Asked Questions (FAQ)

1. **Provider Customer Service/Inquiries**
    - a. **Provider Portal has many self-service tools to assist ([providers.dentaquest.com](https://providers.dentaquest.com))**
    - b. **1-888-260-5152**
  
  2. **Provider Portal**
    - a. **Providers.Dentaquest.Com**
    - b. Updates are consistently being made to our provider portal. If you are experiencing an issue with the provider portal you can reach out to our portal support team at 1-866-556-2388
  
  3. **Corrected Claims**
    - a. For any corrected claims (forgetting to initially indicate COC, for ex.), make sure to indicated in box 35 or in the comments section “corrected claim”. This will help to avoid duplicate claim denials.
  
  4. **Sales Tax D9985- provider tax payment**
    - a. **DentaQuest will reimburse D9985 for Medicaid plans only.**
    - b. **Providers cannot bill Medicare members for D9985.**
    - c. **Calculating the Tax:** The dental practice is responsible for determining the appropriate sales tax rate and calculating the tax amount.
    - d. **For more information**, please visit the Minnesota Department of Revenue website.
  
  5. **Orthodontic Treatment**
    - a. **Limited Orthodontic Treatment (D8010-D8040) Approved Pre-Authorization is REQUIRED for reimbursement**
      - i. Providers will be paid full fee at time of banding (\$2300.00)
    - b. **Comprehensive Orthodontic Treatment (D8070-8090) Approved Pre-Authorization is REQUIRED for reimbursement**
      - i. Providers will be reimbursed for one of approved banding code at time of banding (\$5,730.84)
      - ii. Providers will be reimbursed D8670 billed 8 times quarterly for periodic visits (\$246.60 x 8),
      - iii. Providers will be reimbursed one of D8680 at de-banding (\$345).
        - o Adjustments are to be billed quarterly and must correspond with a date of service.
- ✓ **Total Case rates include:** *(Records Codes) + (Banding (\$5730.84) + Adjustments (\$246.60 X8) + De-banding (\$345) = Total Case Rate \$8048.64*
- ✓ **Records Codes** are paid only for denied cases. Submitted as D8660.
- c. **Ortho transfer cases (previous vendor)**
    - i. DentaQuest will pay the balance of any remaining treatment up to the previous vendors approved case rate for member in active treatment prior to January 1, 2025.
      - o **Note: This process is only for members who were in active treatment approved by UCARE prior to January 1, 2025.**
        - a. Submit claim for D8999 – for remaining balance
        - b. *DOS should be listed as the date claim is being submitted*
        - c. **Include the following supporting documentation**

- i. *Original EOB received for comprehensive treatment from previous vendor,*
- ii. *Payment ledger showing all payments to date,*
- iii. *Narrative of the request includes: the last date the member was treated in the notes section of the claim.*
- iv. *Write COC or continuation of care in the notes section of the claim.*

**d. Ortho transfer cases (non-previous vendor)**

- i. For COC cases that started out of state/country, it is standard to submit for remaining treatment but not for comprehensive treatment codes.

**6. Provider Reimbursement**

**a. When can providers expect to receive payment for services?**

- i. Payment occurs on a weekly basis (Tuesdays)
  - o **EFT:** TAT for payment to show up in bank account is 1-3 days depending on each bank.
  - o **Check:** TAT for payment to be received can be up to a week to be received, depending on USPS.
- ii. **Note:** DentaQuest is committed to reimbursing providers on a weekly basis, but the actual day each week can fluctuate due to various situations (holidays, etc.).

**7. Continuation of Care**

- i. DentaQuest and UCARE provided a 180-day transition/continuation of care plan. This allowed providers to complete the credentialing process and members to receive care during the first 180 days.
- ii. Now that the 180-day transition period has ended (07/01/2025), providers who have not completed their credentialing with DentaQuest will receive claim denials for being out of network.

**8. Member Eligibility/Information**

**a. Where does our office verify member eligibility?**

- I. Member eligibility verification must be completed through the DentaQuest Provider Portal.
- II. What ID number should be used to locate/submit claims on DQ portal. Is it on the members card?
  - o DentaQuest is using unique member ID number
  - o This can be located on our Portal, please use member's name and DOB.
  - o This ID MUST be used when submitting a claim
- III. What is the Group ID number associated to UCARE/DentaQuest LOB?
  - o Although not required, the Group IDs are as follow:
  - o MN UCARE Medicaid- 6001901006
  - o MN UCARE Exchange- 6001901009
  - o MN UCARE Health, Inc- 6001901007

## 9. Medicare Opt Out

- a. How do providers opt out of UCARE Medicare?
  - i. DHA Network – <https://www.dentaquest.com/en/providers/provider-portal/resources>
  - ii. PDG Network – send email with opt out request to: [networksupport@sunlife.com](mailto:networksupport@sunlife.com)

## Resources

### Provider Customer Service

1-888-260-5152

### Web Portal

- Ø New Provider Web Portal Address: [providers.dentaquest.com/onboarding/start/](https://providers.dentaquest.com/onboarding/start/)
- Ø Provider Portal Resource Page: [Provider Portal Resource Hub | DentaQuest](#)

### ORM

- Ø <https://www.dentaquest.com/en/providers/provider-portal/resources>
- Ø <https://www.dentaquest.com/content/dam/dentaquest/en/providers/portal/mn-ucare-office-reference-manual.pdf.coredownload.inline.pdf>

### Credentialing

Application status: Check the status of applications, in progress

- Ø [credstatusrequest@greatdentalplans.com](mailto:credstatusrequest@greatdentalplans.com)

New applications: NEW provider applicants for **government** networks (Medicare Advantage, Medicaid)

- Ø [Credenrollment@greatdentalplans.com](mailto:Credenrollment@greatdentalplans.com)

### Provider Updates

Currently credentialed **government** providers desiring to update information in our claim system

- Ø <https://www.dentaquest.com/en/providers/update-your-information>
  - o Email: [Standardupdates@greatdentalplans.com](mailto:Standardupdates@greatdentalplans.com)