




Employees to ensure no one is excluded from participating in State and Federal Funded Programs. If anyone appears on the exclusion list the entity will not be able to participate in the DentaQuest Network.

- Question 3a – if this question is being completed for an Entity rather than individual owner(s) please use 1/1/1900 for the DOB.

### **Why don't the email notifications about my application come from DentaQuest?**

The AppCentral application is through Cactus, a vendor that DentaQuest uses for the online application. [evalAppCentral@CACTUSSoftware.com](mailto:evalAppCentral@CACTUSSoftware.com). This system is secure and your information is only accessible to authorized DentaQuest staff

### **I received a narrative box for an explanation to my answer but I can't save the information**

Click on the  in the top right hand corner of the box, the information entered will be saved when the box is closed

### **I don't have a Group NPI, why is this a required field?**

A Group NPI is required for all tax classifications other than Individual/Sole Proprietor. To obtain a Group NPI, please visit <https://nppes.cms.hhs.gov/NPPES/Welcome.do>


### **I am unable to submit my application however it is complete**

Check the signature dates. If the application is signed with a previous date, those dates will need to be updated to current date. The application signature dates can only be "today's date"

### **I have multiple locations but there are not fields to list these addresses**

You can use  at the top of the document to get additional pages

### **I have 4 Dental Licenses but there are only 2 lines, how do I add the additional licenses?**

Click on  **Add more** [Add...](#) located on the right hand side of the page. You will notice this button located by several fields throughout the application, please use it to add additional information as applicable




## DentaQuest Application Checklist (last page of the application)

- This page is to serve as a checklist for additional documents that need to be attached. Please ensure that all required documents are attached to application or sent back via fax. See below for directions on attaching documents

**Note:** Disable Pop Up Blockers if are having problems attaching documents

1. Click on  or 
2. Select 
3. Select Attachment Method

Choose one of the methods of attachment below to proceed.

	<b>My Computer</b> Select a document from your computer and upload it as an attachment to this document.
	<b>Fax</b> Generates a coversheet with instructions to add an attachment to this document using a fax machine.
	<b>Previous Attachments</b> Select from a list of previous attachments that have been saved to the system.

## How do I know the application has been received by DentaQuest?

You will receive an email notification from DentaQuest indicating your application has been received and will be reviewed by a credentialing specialist.

- After your application has been reviewed by a credentialing specialist, you may receive an email from [evalAppCentral@CACTUSSoftware.com](mailto:evalAppCentral@CACTUSSoftware.com) indicating that the application has

been sent back to you for missing, incomplete or clarification of the information filled out in the application.

- Any fields that require attention will be highlighted in one of the following colors:
- Yellow – Question or clarification for the response given
- Red – Wrong information and needs to be corrected
- Orange – Reevaluate the response