

# TENNCARE

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## In Your Corner....

### TennCare Fee Increase

The Tennessee Legislature approved a fee increase that became effective 7/1/22. Increases were made to selective procedure codes to support you and your practice in serving TennCare members that come to you as their Dental Home. The codes designated for larger fee increases include preventive and minimally invasive services like topical fluorides, dental sealants, and silver diamine fluoride, as well as other procedures like root canals. The fee increase applied to TennCare's Children's EPSDT Dental program, Employment and Community First (ECF) CHOICES, TPPOHP (adult pregnant and postpartum dental program), and the 1915c IDD Waiver program-

### Upcoming “New” Comprehensive Adult Coverage

The Tennessee legislature has approved Adult Dental Coverage that will be effective January 1, 2023. This dental program will provide dental benefits to TennCare adults to improve oral and overall health. If you are currently a participating provider more information will be sent over the next few months. If you have colleagues currently not participating in TennCare or as a provider with DentaQuest and they are interested in becoming a participating provider, contact Provider Relations at [TennesseeProviders@DentaQuest.com](mailto:TennesseeProviders@DentaQuest.com)

### Introducing the TennCare Perinatal and Postpartum Oral Health Program

The Tennessee Perinatal and Postpartum Oral Health Program (TPPOHP) was implemented on April 1<sup>st</sup>, 2022. There has been a considerable amount of interest in the program from expectant mothers and providers. As of May 24<sup>th</sup>, members had accessed care through the TPPOHP program for a total of 545 patients, 651 claims and 2064 services.

## Covered Population & Coverage

The program will serve 50,000 income eligible, pregnant, and post-partum 21-year-old and older TennCare Medicaid Members. It offers dental benefits focused on evaluation, disease control and prevention. The dental benefits for each member have a maximum duration of 22 months which includes 10 months of perinatal care and 12 months of postpartum care.

To obtain the benefit, members must update their TennCare Connect Account to notify TennCare that they are pregnant. Members can do this by phone, online or at a local health department.

To become a provider for the program, contact Provider Relations at [TennesseeProviders@DentaQuest.com](mailto:TennesseeProviders@DentaQuest.com)

## Tennessee's Need

Tennessee is ranked 33<sup>rd</sup> in maternal mortality and 38<sup>th</sup> in infant mortality in the United States. Premature birth is the largest cause of infant mortality in Tennessee and lack of access to quality prenatal care is likely to lead to premature birth. A higher rate of premature deliveries in women living in poverty, women of color and women living in rural areas has been exhibited. In 2020 approximately 13% of women of childbearing age were uninsured.

## Program Objectives

The overarching objective of the TPPOHP Program is to:

- Create a dental care system offering quality, medically necessary, covered services to eligible pregnant and postpartum Tennessee residents that results in the long-term overall health of the member and her child.
- Emphasize early intervention and promote access to care, that improves child and maternal health outcomes because oral health is an important component of a healthy pregnancy.

The program also focuses on raising member awareness of the consequences of oral diseases by teaching:

- The value of establishing good oral health habits for their babies.
- How to access covered dental services during pregnancy.
- It also reinforces the standard of care for pregnant patients.

## Paradigm Shift in Care

Pregnancy is a unique period that is characterized by complex physiological changes, that may adversely affect oral health and overall, well-being. As a profession we have experienced a paradigm shift in how we manage pregnant patients in the dental office.

The current standard of care is that:

- Preventive, diagnostic and restorative dental treatment is safe throughout pregnancy and is effective in improving and maintaining oral and overall health.
- Comprehensive dental care is safe and effective in decreasing adverse birth outcomes and maternal morbidity.
- Due to the Paradigm shift, clinical guidance was built into the Office Reference Manual as an information source for doctors that may not be as familiar with this population but can still be a great benefit to expectant mothers. Consultation forms and an enhanced medical history form have been created to anticipate the needs of the provider to streamline caring for this population.

## TennCare Prior Authorizations Pre-Service (Member) Appeal Step by Step

### 1. Submit Prior Authorization

### 2. If authorization comes back denied, the member has two options:

A. They can appeal the denied authorization (Provider office can submit on behalf of the member but the member must sign consent form found in ORM)

B. Agree to pay fee out – of – pocket (Member must sign waiver)

3. If the appeal comes back denied, the member can request to send the case back to TennCare. The case will then go before a hearing with a judge and the judge can overturn the denial.

## Contact Information

### Provider Service

- TennCare: 855.418.1623
  - Press 1 Automated Eligibility (via IVR system)
  - Press 2 Benefits, Eligibility and History
  - Press 3 Claims and Payment Options
- Credentialing Hotline: 800.233.1468

### Department Emails

- Electronic Claims Setup and Questions – [ddusa\\_providerrelations@dentaquest.com](mailto:ddusa_providerrelations@dentaquest.com)
- Claims Payment Questions – [denclaims@dentaquest.com](mailto:denclaims@dentaquest.com)
- Eligibility or Benefit Questions – [Dentelig.benefits@dentaquest.com](mailto:Dentelig.benefits@dentaquest.com)

### Utilization Review

- 888.294.9650

### Provider Web Questions

- 888.560.8135
- [www.dentaquest.com](http://www.dentaquest.com)

### Corporate

- Main Corporate: 800.417.7140