



# TEXAS ROUNDUP

## Program Updates for Texas Dentists

**DentaQuest**<sup>®</sup>  
a Sun Life company

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### Promoting Preventive Care: Sealants on Second Molars for Better Oral Health

As part of our ongoing focus on preventive care, we are reaching out to members to highlight the importance of sealants on second molars and the ease of application. When appropriate, please take a moment to reinforce this message with patients and caregivers and assess eligible members for sealant placement. Your partnership helps ensure members receive simple preventive services that can significantly reduce the risk of decay.

### Reminder: 2026 CDT Code Changes

Effective January 1, 2026, CDT code D9248 was retired; CDT codes D9244, D9245, D9246, and D9247 were added. D9248 is no longer payable for dates of services after December 31, 2025. You can find the complete list of services covered, benefit limitations and required documentation in the plan's Office Reference Manual. To ensure your office is referencing the most up to date information, we recommend always accessing the Office Reference Manual on the TX Provider Microsite (<https://www.dentaquest.com/en/providers/texas>). The updated fee schedule reflecting the CDT code changes, is available on the DentaQuest Provider Portal.

### DentaQuest Provider Portal

As a reminder, DentaQuest has an interactive provider portal for the Texas Provider network. The provider portal is designed to streamline administrative tasks, improve communication with DentaQuest, and ultimately allow providers to focus more on patient care.

Key Features and Benefits of the Provider Portal:

- **Enhanced Security and Flexibility:** Offers customizable access levels for office staff, improving data security and control.
- **Verify Member Eligibility and Service History:** Easily check individual member eligibility and review their past service history.
- **Bulk Eligibility Checks:** Efficiently verify the eligibility of up to 30 members at once.
- **Electronic Submission:** Submit claims and prior authorizations electronically through the portal.



- **Real-time Status Updates:** Get immediate updates on the status of submitted claims and authorization eligibility.
- **View Provider Enrollment Details:** Access information about your enrollment, including effective dates and participating networks.

The interactive portal can be accessed by going to [provideraccess.dentaquest.com](https://provideraccess.dentaquest.com)

## Reminder: Medicaid Revalidations in the Provider Enrollment and Management System (PEMS)

To remain active and eligible for reimbursement in the Medicaid and CHIP networks, each practicing provider (for each practicing location) must complete the Texas Medicaid Revalidation process. For more information on the revalidation process, please review the TMHP article: *Revalidation Due Dates Extended and Retroactive Enrollment Period to Be Implemented | TMHP* or contact TMHP at 1.800.925.9126, option 3.

## Fraud, Waste and Abuse

Let us know if you think a doctor, dentist, pharmacist at a drug store, other health care provider, or person, getting benefits is doing something wrong. Doing something wrong could be waste, abuse or fraud, which is against the law. For example, tell us if you think someone is:

- Getting paid for Medicaid and CHIP services that weren't given or necessary.
- Not telling the truth about a medical condition to get medical treatment.
- Using someone else's Medicaid or CHIP Dental ID.
- Letting someone else use a Medicaid or CHIP Dental ID.
- Not telling the truth about the amount of money or resources he or she has to get benefits.

## Provider Network & Directory Audit

DentaQuest would like to remind all providers that provider directory information must be updated when a change in your office is made. This includes, but is not limited to the following information:

- Provider joins/leaves practice
- Telephone and/or fax number
- Office hours
- Ages treated
- Languages spoken
- Handicap accessible (yes/no)
- Plan participation
- Accepting new patients' status

Failure to provide current information can result in termination from the DentaQuest network. If you have any questions regarding directory updates, please call your local Provider Relations Representative.



## Important Reminders

<b>Provider Resource Documents</b>	The following documents are listed on the Provider Resources tab on the Texas Provider microsite. • Office Reference Manuals (ORM) • Provider Training Schedule • Quarterly Newsletters <a href="https://dentaquest.com/texas/providers/provider-resources">https://dentaquest.com/texas/providers/provider-resources</a>
<b>Contact Your Regional Provider Partner</b>	To locate the Provider Partner for your region, visit <a href="https://dentaquest.com/texas/providers/provider-resources/provider-relations-contacts">https://dentaquest.com/texas/providers/provider-resources/provider-relations-contacts</a>
<b>DentaQuest Holiday Closures</b>	In observance of the Memorial Day & Juneteenth National Independence Day holidays, DentaQuest will be closed for the following days: <ul style="list-style-type: none"><li>• Monday, May 25</li><li>• Friday, June 19</li></ul>