



TEXAS ROUNDUP

Program Updates for Texas Dentists

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Access and Availability Standards

DentaQuest Dentists are expected to meet minimum standards with regards to appointment availability. Dental appointments are to be made during normal business hours and within a reasonable time from the date of the Member's request. Appointment Standards are:

- Preventative – 14 calendar days
- Therapeutic/Diagnostic - 14 calendar days
- Urgent – 24 hours

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 has 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.



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.

Texas Provider Marketing & Solicitation Guidelines

As part of its core mission, DentaQuest is deeply engaged in all of the Texas communities in which they serve, with a particular focus on the most underserved and neediest populations. As part of this community engagement, Dentaquest continually monitors developments that may impact the delivery of dental care to those who need it most. Dentaquest has observed a recent surge in advertisements like Exhibit A that is being distributed in the Dallas Metro area.

As part of your agreement with DentaQuest to provide care for its members, you must comply with state and federal laws, rules and regulations governing marketing, as well as the Health and Human Services Commission's (HHSC) marketing policies and procedures, including their Uniform Managed Care Manual. Included in these rules are restrictions prohibiting providers from offering cash, gifts or other items to Medicaid members to influence their health care decisions, either directly or through a third party. This includes hiring individuals and marketing firms to solicit Medicaid eligible children.

Any violations of this policy will result in termination from the DentaQuest network and may also result in Federal and state civil and criminal penalties. DentaQuest takes violations of its policies and procedures seriously, especially when children and other vulnerable individuals are impacted. DentaQuest investigates all reported allegations and takes appropriate action on all provider behavior that is inconsistent with policies and procedures regarding the solicitation of members.

For additional information, please refer to the Office of Inspector General (OIG) website [OIG expands illegal dental solicitation education effort](#) | [Office of Inspector General](#)



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

Provider Resource Documents	The following documents are listed on the Provider Resources tab on the Texas Provider microsite. • Office Reference Manuals (ORM) • Provider Training Schedule • Quarterly Newsletters https://dentaquest.com/texas/providers/provider-resources
Contact Your Regional Provider Partner	To locate the Provider Partner for your region, visit https://dentaquest.com/texas/providers/provider-resources/provider-relations-contacts
DentaQuest Holiday Closures	In observance of the Independence Day & Labor Day holidays, DentaQuest will be closed for the following days: • Friday, July 3 • Monday, September 7