

TEXAS ROUNDUP

Program Updates for Texas Dentists

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New Provider Portal

DentaQuest has introduced a new 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.
- Member Roster: View and print list of assigned members.
- Bulk Eligibility Checks: Efficiently verify the eligibility of up to 25 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 https://providers.dentaquest.com/

Broken Appointment Reporting

Broken dental appointments may result from barriers such as limited oral health literacy, patient engagement challenges, or social and cultural factors. Missed or cancelled appointments can affect provider operations and may delay necessary dental care for members.

Providers can now report broken appointments through the provider portal when submitting a claim. Use the appropriate reporting method:

- D9986 – Missed Appointment
- D9987 – Cancelled Appointment
- Box 35 – Indicate whether the occurrence is the member's first, second, or third or subsequent broken appointment

DentaQuest will conduct outreach to reported members to encourage them to reschedule their dental appointment and maintain continuity of care.

Reminder: Teledentistry Benefit and Billing Guidelines

Effective March 2025, Teledentistry (D9995) was introduced as a benefit under the HHSC Medicaid plan. Limited Oral Evaluations (D0140) and Periodic Oral Evaluations (D0120) may be provided through synchronous, real-time audiovisual technology and must meet the same standard of care as an in-person evaluation. Any subsequent dental evaluation following a teledentistry visit must be conducted in person.

Billing Guidelines

- D9995 must be billed on the same date of service and same claim as D0120 or D0140.
- Existing benefit limitations for D0120 and D0140 remain unchanged.

Documentation Requirements

When D0120 or D0140 is provided through teledentistry, the member's dental record must include:

- Name and credentials of the dental healthcare provider.
- Location of the dentist at the time of service.
- Name of the audio/visual technology or program used to conduct the teledentistry evaluation.

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.

Reminder: Main Dental Home Changes

Texas Medicaid and CHIP members can conveniently change their Main Dental Home provider online at DentaQuest Texas.

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Texas Medicaid and CHIP members have several convenient options for changing their assigned Main Dental Home provider. Members may complete the change online through DentaQuest Texas, use the DentaQuest member app, or contact Member Services by phone for assistance.

Main Dental Home changes must be initiated by the member's Head of Household and cannot be completed by the provider's office.

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: • Thursday, November 26 • Friday, November 27 • Friday, December 25