



DentaQuest
a Sun Life company



CardinalCare Smiles
Improving Dental Care in Virginia for Children and Adults

VIRGINIA NEWSLETTER

Helpful Info and Tips for Virginia Dental Offices in the DentaQuest Network

Q2 | 2026

THE NETWORK FOR QUALITY DENTAL CARE IN VIRGINIA

DentaQuest is a trusted dental insurance provider serving Virginia members with comprehensive coverage and support. We've developed a robust oral health ecosystem dedicated to three core pillars: delivering exceptional patient care, streamlining operational processes, and fostering continuous improvement designed to help your practice perform at its best.

IN THIS ISSUE

- Welcome to our Virginia Newsletter
- Verify Your Provider Participation Status
- Provider Profile Information
- Streamline Payments with Electronic Funds Transfer
- Training & Webinar Opportunities
- Meet Appointment and Availability Standards
- Unlock Exclusive Provider Discounts
- Connect with Your Provider Partner Consultant

CONTACT DETAILS

Provider Services: 888.912.3456

Claims/payment issues: 262.241.7379

Fraud Hotline: 800.237.9139

vaproviderengagement@dentaquest.com

VIRGINIA PROVIDER PULSE: YOUR SOURCE FOR TIMELY UPDATES AND INSIGHTS

Welcome to our quarterly newsletter, your resource for important provider updates, plan and benefit changes, educational articles, and industry best practices. This publication delivers relevant information to keep you informed on updates and best practices within our network.

To ensure timely delivery via email or fax, please confirm your current contact information with your Provider Partner.

VERIFY YOUR PROVIDER PARTICIPATION STATUS

It's essential for your staff to understand the DentaQuest-administered plans your office participates in so you can effectively assist members. If you're unsure which plans you accept, contact your Provider Partner.

As a contracted provider, members may reach out to verify your in-network status. Here's how to prepare:

- Confirm your directory information at [Virginia Dental Providers | DentaQuest](#)
- Ensure your staff is trained on all plans your office accepts
- Schedule personalized training with your assigned Provider Partner Consultant
- Establish procedures for scheduling and onboarding new patients

UPDATING AND CONFIRMING YOUR INFORMATION

Accurate practice information helps ensure members can easily connect with your office, as well as supporting compliance with directory standards.

Provider Update Form - Provider Operations
You may send this form by e-mail to SunLife.Provider.Updates@greatdentalplans.com or Standard.Updates@greatdentalplans.com

Section 1: Current Information (Complete for ALL Requests - Asterisk denotes required fields)

*Effective Date (if different than current date) _____

*Provider Last Name _____ *Provider First Name _____

*Individual National Provider Identifier (NPI) # _____

Date of Birth _____ Social Security # _____ Gender _____

*Specialty _____ *Personal Email _____

Requestor Information

*Requestor Name _____ *Title _____

*Requestor Contact Information (Phone or Email) _____

Section 2: Type of Update - Check all that Apply (Complete for ALL Requests - For Questions contact your Dental Network Managers or Customer Service)

Business (Tax ID) - Add/Term/Update - Complete Sections 1, 6, 7 and 8

Credentialing/Competence Change/Status - Complete Sections 1 and 5

DTP Payment - Complete Sections 1 and 8

License Change - Complete Sections 1 and 4

Name Change - Complete Sections 1 and 3

Location - Add/Term/Update - Complete Sections 1 and 6

Termination Request - Complete Sections 1 and 9

Section 3: Name Change (Attach supporting legal documentation)

New Last Name _____ New First Name _____

New Middle Name _____ New Suffix _____

Please Note: Before your name can be changed in our system, your license must reflect the change.

Section 4: License Change

New Dental License Number _____ State _____

New DEA License Number _____ State _____

New State Drug License Number _____ State _____

New Medicaid License Number _____ State _____

Other License Name _____

Other License Number _____ State _____

The following methods can be used to update office information for DentaQuest and DHA credentialed providers:

Provider Portal (Real-Time Updates)

- Located under Practice Tools
- Demographic Info
- Sign Up for Electronic Funds Transfer (EFT)

Provider Update Form

- Adding new location or TIN
- EFT or payment method updates



NEW PROVIDER APPLICATIONS & CREDENTIALING

Online Application Submission

Applications can be submitted online through the following profiles:

- ☑ Dentist Profile (Initial/Reapply Application) – Dentist Profile
- ☑ Office Profile – Office Profile

Recredentialing occurs every 3 years

Submit online applications through the Recredentialing Dentist Profile

- ☑ Recredentialing Profile (Recredentialing only) – [Recred Dentist Profile | DentaQuest](#)

Credentialing Support

- ☑ Credentialing Hotline: 1-800-233-1468
- ☑ Credentialing Fax Line: 1-262-241-4077

REFUNDING DENTAQUEST

When a provider sends DentaQuest a refund check or returns a check issued by DentaQuest to their office, please provide the following information:

Required Information

- 1. Reason for the refund or return**
- 2. Member identifying information**
 - ☑ Subscriber ID
 - ☑ Full name
 - ☑ Date of birth
 - ☑ Any other relevant identifiers
- 3. Claim information**
 - ☑ Claim number
 - ☑ Date of service (DOS)
- 4. Services being refunded**
- 5. Procedure codes**
 - ☑ Tooth numbers
 - ☑ Other relevant service details

IMPORTANT REMINDERS

- ✓ Recoupments are calculated based on **TIN (TAX IDENTIFICATION NUMBER), NOT PROVIDER LOCATION**
- ✓ Offices are responsible for determining recoupment payments and allocations across all offices that share the same TIN

Coordination of Benefits (COB) Requirements

If the refund or returned check relates to COB, the office must provide one of the following:

- ☑ A copy of the primary EOB, OR
- ☑ The dollar amount that the primary insurance paid (so we can reprocess and reapply claims)



COMPLIANCE REMINDER APPOINTMENT & AVAILABILITY STANDARDS

This message serves as a reminder of our commitment to ensuring patients access to care time. Maintaining accurate and current appointment availability in our scheduling system is essential for regulatory compliance and patient satisfaction.

Standards:

- ☑ **Appointment Availability** - Regular appointments (preventive, restorative, routine procedures): Within six (6) weeks of patient request
- ☑ **Urgent/emergency care** (acute pain, infections, trauma): Within forty-eight (48) hours of patient contact
- ☑ **Patient Wait Times** - In-office wait times: Not to exceed forty-five (45) minutes from scheduled appointment time



DON'T MAKE THEM WAIT
Get Patients In for Care

EMERGENCY bleeding, infection, imminent tooth loss, or injury
URGENT CARE chipped tooth, sensitivity, or mild pain
ROUTINE CARE cleaning or checkup
PATIENT FOLLOW UP patient in treatment requires a return visit due to complications

GET PAID FASTER WITH DIRECT DEPOSIT

Electronic Funds Transfer (EFT), which is commonly referred to as direct deposit, is the fastest, easiest, and safest way to receive your claim payments. Your remittance will be available online in the Provider Web Portal and no longer mailed to you.

How to Enroll: [Click here to access](#) the EFT form (opens in new tab). Print out the form and fill it out and submit per the instructions on page 2 of the form.



DENTAQUEST PROVIDER PORTAL

DentaQuest is committed to helping you improve the oral health of your patients; we also respect the contributions of our providers. By providing you with advanced technological tools, we eliminate the administrative burden associated with participating in government-sponsored programs. Beyond representing an act of public service in your community, we want your participation in our network to represent a sound business decision.

We strongly encourage you to register on the DentaQuest Provider Web Portal.
[Sun Life DentaQuest provider portal](#)

The Provider Portal gives you free, real-time access to many resources.
Our portal lets you:

- ✓ Access our Office Reference Manual (ORM)
- ✓ Access your Panel Roster and Member Intervention List
- ✓ Verify member eligibility and service history
- ✓ Submit dental claims and authorizations
- ✓ Upload necessary documentation
- ✓ View Explanation of Benefits (EOBs)
- ✓ View up-to-date payment information
- ✓ Review claims status
- ✓ Check benefits
- ✓ Message DentaQuest through secure messaging



ENHANCE YOUR TEAM'S KNOWLEDGE WITH DENTAQUEST PROVIDER TRAINING

As a participating provider with DentaQuest, we invite you to join our comprehensive training designed to strengthen your team's understanding of our processes and improve the quality of care for our members.

We offer flexible training options to meet your needs:

- Group webinars for teams seeking shared learning opportunities
- Personalized one-on-one training sessions tailored to your practice's specific needs

Schedule Your Training Today

Whether you're onboarding new staff or seeking a refresher, our training programs provide valuable insights into DentaQuest policies, procedures, and best practices.

To schedule an in-person or virtual training session, email us at VAProviderEngagement@dentaquest.com



FREE CONTINUING EDUCATION COURSES

DentaQuest is pleased to share a series of free continuing education courses designed to support dentists and other oral health professionals.

These courses aim to:

- ☑ Enhance the knowledge and skills of dental professionals
- ☑ Provide valuable resources for students in the field
- ☑ Empower community partners involved in oral health initiatives



- ✿ June 15, 2026: Human Trafficking: Role of the Dental Clinician Register [Here](#)
 - ☑ 1.5 CE credits are offered upon successful completion of quiz and course evaluation.
- ✿ June 16, 2026: Infection Prevention Best Practices, Part I Register [Here](#)
 - ☑ 1 CE credits are offered upon successful completion of quiz and course evaluation
- ✿ July 7, 2026: Money Makes the World Go Around, But Drugs Can Make it Spin!” – Patient Assessment and Drug Interactions Register [Here](#)
 - ☑ 1 CE credits are offered upon successful completion of quiz and course evaluation.
- ✿ July 9, 2026: Science of Dental Caries: Advanced Insights for Preventive and Restorative Practice Register [Here](#)
 - ☑ 3.5 CE credits are offered upon successful completion of quiz and course evaluation
- ✿ August 3, 2026: Rowing in the same direction for success versus drama Register [Here](#)
 - ☑ 1 CE credits are offered upon successful completion of quiz and course evaluation
- ✿ August 30, 2026: Minimally Invasive Dentistry and Special Populations Register [Here](#)
 - ☑ 1 CE credits are offered upon successful completion of quiz and course evaluation
- ✿ September 9, 2026: Controlling Overhead without Compromising on Clinical Excellence Register [Here](#)
 - ☑ 1 CE credits are offered upon successful completion of quiz and course evaluation
- ✿ September 23, 2026: Diabetes and Oral Care: Managing Oral Health in Diabetic Patients Register [Here](#)
 - ☑ 1 CE credits are offered upon successful completion of quiz and course evaluation



INTRODUCING YOUR DEDICATED PROVIDER PARTNER CONSULTANTS

We are thrilled to present our Provider Partner Consultants; key members of our team committed to supporting your practice. These experienced professionals bring a wealth of knowledge to help your dental office thrive.

What Our Provider Partners Offer:

- Extensive experience in dental insurance
- Strong relationships with providers and dental offices
- Deep industry understanding
- Valuable insights and tailored solutions

How They Can Help You:

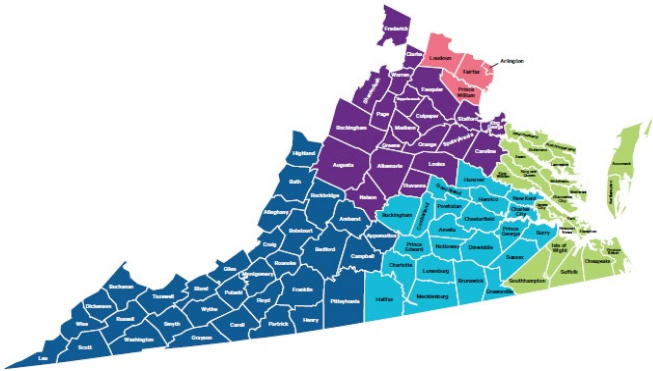
- Serve as your primary point of contact
- Address questions and concerns
- Identify opportunities for growth
- Ensure seamless communication with DentaQuest

Benefits to Your Practice:

- Expert support tailored to your needs
- Streamlined problem-solving
- Enhanced focus on patient care
- Improved success within our provider network

YOUR VIRGINIA PROVIDER PARTNERS

DentaQuest
a Sun Life company



- Melanie King**
Southwest
Melanie.King@dentaquest.com
(866) 853-0657
- Amber Hudson**
Northern/Northwest
Amber.Hudson@greatdentalplans.com
(866) 853-0657
- Bridget Hengle**
Central/Eastern
Bridget.Hengle@dentaquest.com
(866) 853-0657

We encourage you to reach out to your assigned Provider Partner whenever you need assistance. Their dedication to your success helps you concentrate on what truly matters – delivering excellent dental care to your patients.

We appreciate your dedication to serving patients in Virginia and look forward to our continued partnership in making Virginia smile!

