



VIRGINIA NEWSLETTER

Helpful Info and Tips for Virginia Providers in the DentaQuest Network

Q1 | 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.

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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

KEEP YOUR PROVIDER INFORMATION CURRENT

Update your practice details to ensure we have accurate information on file.

Notify DentaQuest promptly of any changes, including:

- ✦ Tax ID updates
- ✦ EFT payment account changes
- ✦ New or relocated office locations
- ✦ Contact information changes
- ✦ Business Hours

How to Submit Updates:

Complete the appropriate form and email it to: standardupdates@greatdentalplans.com

- Link to [Provider Information Update Form](#)
- Link to [EFT Form](#)

GET PAID FASTER WITH DIRECT DEPOSIT

Electronic Funds Transfer (EFT) deposits payments directly into your account automatically and on time—no waiting for checks, bank trips, or lost payment risks. Enjoy streamlined accounting and more time for your patients.

Setup takes just a few minutes. Once enrolled, payments flow seamlessly into your account.

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



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

APPOINTMENT AVAILABILITY STANDARDS

Providers are required to:

- ✓ Comply with state-mandated appointment timeframes for all patient scheduling
- ✓ Maintain a protocol to address after-hours emergencies
- ✓ Participate in third-party vendor surveys conducted on behalf of DentaQuest to measure compliance and service quality

CONTRACTUAL MINIMUM STANDARDS:

- ✓ Emergency care must be provided within 24 hours
- ✓ Urgent care must be provided within 48 hours
- ✓ Follow-up appointments must be scheduled within 30 days of the present treatment date, as appropriate



UNLOCK EXCLUSIVE PROVIDER DISCOUNTS

Running a dental practice means managing costs while delivering excellent patient care. We understand that balance—and we're here to help.

DentaQuest has negotiated exclusive discounts with leading dental product vendors, giving you access to special pricing on the supplies your practice needs. From everyday materials to specialized equipment, these savings are our way of supporting you so you can focus on your patients, not paperwork.

These provider discounts are part of our commitment to making your work easier by handling the details so you can concentrate on delivering quality care.

Explore available discounts here: [DentaQuest Provider Discounts](#)



Members Providers Solutions Who We Serve About News & Resources

[Find a dentist](#) [Login](#)

DENTAQUEST IS HERE TO HELP

Take advantage of special discounts we negotiated just for you. At DentaQuest, we greatly appreciate the positive impact our providers have on our members' oral health. To help you acquire needed supplies for your practice, we have reached agreements with product vendors to provide special pricing to our network providers. It's just one more way you can count on us to deliver customized support.

UV Angel

Bona Fide Masks™

Crazy Dental Prices



PREVENTISTRY PULSE

The newsletter designed for anyone who wants to improve oral health for themselves, their families, customers or communities.

Email*

[Submit](#)



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:

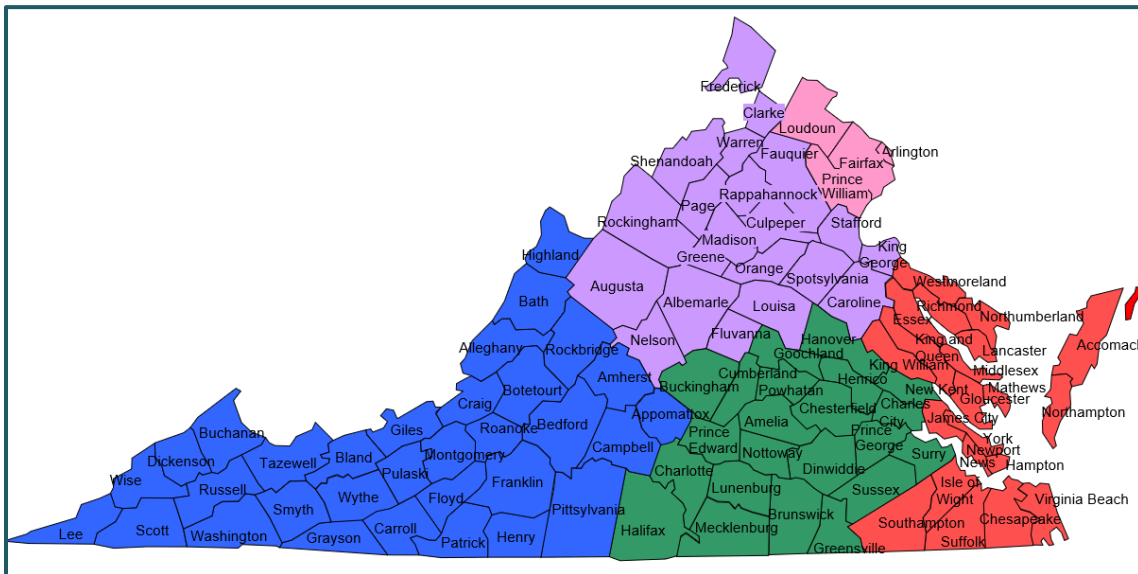
- ✿ Serve as your primary point of contact
- ✿ Address questions and concerns
- ✿ Identify opportunities for growth
- ✿ Ensure seamless communication with DentaQuest

Benefits to Your Practice:

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

We encourage you to reach out to your assigned Provider Partner whenever you need assistance. Their dedication to your success allows you to 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!



Provider Partner	Counties
Bridget Hengle-Central/Eastern Phone: (866) 853-0657 Email: Bridget.Hengle@dentaquest.com	Green Counties Amelia, Brunswick, Buckingham, Charles City, Charlotte, Chesterfield, Colonial Heights, Cumberland, Dinwiddie, Goochland, Greenville, Halifax, Hanover, Henrico, Lunenburg, Mecklenburg, New Kent, Nottoway, Petersburg, Powhatan, Prince Edward, Prince George, Richmond, Surry, Sussex Red Counties Accomack, Chesapeake, Essex, Gloucester, Hampton, Isle of Wight, James City, King and Queen, King William, Lancaster, Mathews, Middlesex, Newport News, Northampton, Norfolk, Northumberland, Portsmouth, Southampton, Suffolk, Virginia Beach, Westmoreland, Williamsburg, York
Amber Hudson- Northern/Northwest Phone: (866) 853-0657 Email: Amber.Hudson@greatdentalplans.com	Pink Counties Arlington, Fairfax, Loudoun, Prince William (including DC and MD) Purple Counties Albemarle, Augusta, Caroline, Clarke, Culpeper, Fauquier, Fluvanna, Frederick, Greene, King George, Louisa, Madison, Nelson, Orange, Page, Rappahannock, Rockingham, Shenandoah, Spotsylvania, Stafford, Warren
Melanie King- Southwest Phone: (866) 853-0657 Email: Melanie.King@greatdentalplans.com	Blue Counties Alleghany, Amherst, Appomattox, Bath, Bedford, Bland, Botetourt, Bristol, Buchanan, Campbell, Carroll, Craig, Danville, Dickenson, Floyd, Franklin, Giles, Grayson, Henry, Highland, Lee, Montgomery, Patrick, Pittsylvania, Pulaski, Roanoke, Rockbridge, Russell, Scott, Smyth, Tazewell, Washington, Wise, Wythe (including TN, NC, KY, and WV)

