



VIRGINIA NEWSLETTER

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

Q3 | 2026

DentaQuest
a Sun Life company

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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

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.

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

NEW PROVIDER APPLICATIONS & CREDENTIALING

Online Application Submission

New provider applications can be submitted online using the appropriate profile below:

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

Recredentialing

Recredentialing occurs every 3 years. Submit recredentialing applications online 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

CORRECTED CLAIMS SUBMISSIONS

When possible, it is preferred to submit a corrected claim instead of voiding a claim. Corrected claims should be used for simple corrections, such as an incorrect code, missing or incorrect fee, wrong tooth number, or similar updates. To help ensure proper processing, enter "CORRECTED CLAIM" as the first words in the remarks/notes field, Box 35; include the original claim number; clearly state the correction needed; and submit corrected claims through the Provider Portal, clearinghouse, or ADA paper claim form. If the claim is not noted as "CORRECTED CLAIM," it may deny as a duplicate or as untimely filing if submitted after 365 days from the

original date of service.

VOID REQUESTS

Void requests can be submitted from the claims page in the Provider Portal. From the claims page, click the ellipsis, or three dots, to the right of the claim status, then select VOID. You may also begin from within the member's claim by clicking the button at the top of the page. Select the reason for the void request from the drop-down menu, click to highlight the attestation, click Submit Void, and the confirmation page will display.

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. Print the form, complete it, and submit it according to the instructions on page 2.

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

MAKE THE MOST OF DENTAL HOME

Dental Home helps support consistent, coordinated, family-centered care while giving practices another way to strengthen patient relationships and encourage preventive visits. Assigned-member rosters are available in the Provider Portal, and offices may continue treating any eligible plan member, even if the member is not assigned to your office.

How your office can use the roster

- ✓ Access assignments through the Provider Portal and download your panel roster.
- ✓ Review assigned members to identify opportunities for preventive care and engagement.
- ✓ Contact members who may need help reconnecting with routine dental care.
- ✓ Remember that covered-service payment is not affected by assignment status.

Roster updates generally appear within 1 to 2 business days, and claim submission may automatically update a member's assignment. For questions or training support, contact your Provider Partner.

HELP REDUCE BROKEN APPOINTMENTS

Missed and cancelled appointments can affect member health, practice schedules, and continuity of care. The Broken Appointment Program supports member education and outreach while helping DentaQuest identify opportunities to improve appointment attendance.

Report broken or cancelled appointments through the Provider Portal

D9986: Missed/Broken Appointment

D9987: Cancelled Appointment

In Box 35, identify whether the event is the member's 1st, 2nd, or 3rd+ broken appointment.

The submission is for reporting only. No payment is tied to D9986 or D9987.

Members may not be charged for broken or cancelled appointments.

Your reporting helps DentaQuest conduct outreach that reinforces the importance of keeping appointments and assists members in addressing barriers to care. Contact your DentaQuest representative for additional guidance.

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

🦷 October 9, 2026: The Science of Dental Plaque: The Hidden Biofilm Driving Disease—And How to Control It Register [Here](#)

- ☑ 1 CE credit is offered upon successful completion of quiz and course evaluation.

🦷 October 12, 2026: Nutrition ↔ Oral Health: The Bi-Directional Link Driving the Oral Microbiome, Periodontal Health and Post-Operative Healing Register [Here](#)

- ☑ 1 CE credit is offered upon successful completion of quiz and course evaluation.

🦷 October 19, 2026: Electronic Cigarettes and The Culture of Vaping Register [Here](#)

- ☑ 1 CE credit is offered upon successful completion of quiz and course evaluation.

🦷 November 5, 2026: Clostridium Difficile: Dentistry's Overlooked Threat Register [Here](#)

- ☑ 1 CE credit is offered upon successful completion of quiz and course evaluation.

🦷 November 6, 2026: The Tongue Tells All: Unlocking the Diagnostic Power of Dentistry's Most Overlooked Organ Register [Here](#)

- ☑ 1 CE credit is offered upon successful completion of quiz and course evaluation.

🦷 November 25, 2026: Mastering Post-Op Care: Infection Free and Fast Healing Register [Here](#)

- ☑ 1 CE credit is offered upon successful completion of quiz and course evaluation.

🦷 December 3, 2026: When to restore caries lesions Register [Here](#)

- ☑ 1 CE credit is offered upon successful completion of quiz and course evaluation.

🦷 December 15, 2026: Understanding and Management of Oral Mucositis Register [Here](#)

- ☑ 1 CE credit is offered upon successful completion of quiz and course evaluation.

🦷 December 22, 2026: Advancing Xerostomia Care: The Role Of Molecular Iodine Rinses In Treatment And Management Register [Here](#)

📋 1 CE credit is offered upon successful completion of quiz and course evaluation.

NOMINATE A SPECIALTY DENTIST

Thank you for being a valued partner in our network. One of our ongoing priorities is ensuring that members have timely access to high-quality specialty dental care. Your recommendations can help us identify trusted specialists who serve your community and support continuity of care.

We welcome nominations for

- 🦷 Oral surgeons
- 🦷 Endodontists
- 🦷 Orthodontists
- 🦷 Periodontists
- 🦷 Prosthodontists

Expanding the specialty network can create more referral options, improve access to care, reduce travel distances, and support timely treatment for members who need specialty services.

To submit a nomination, reply with any information available:

- 📋 Provider or practice name
- 📋 Specialty
- 📋 Phone number
- 📋 Email address or office location

Our Provider Relations team will be happy to contact the provider and discuss participation opportunities. Thank you for helping us grow a network that supports providers and the communities we serve.

VIRGINIA 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

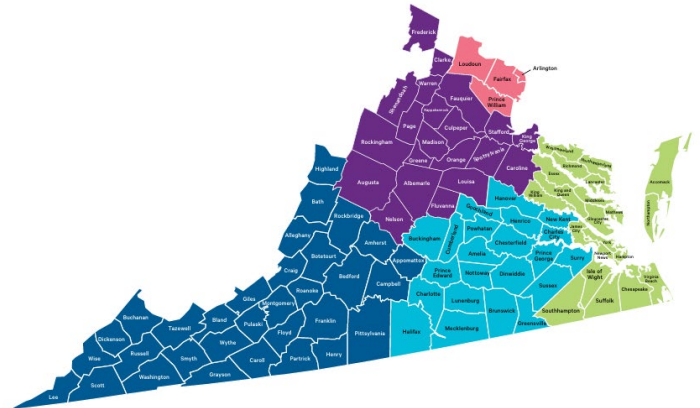
- ☑ Address questions and concerns
- ☑ Identify opportunities for growth
- ☑ Ensure seamless communication with DentaQuest

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



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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!