



FLORIDA NEWSLETTER

Helpful Info and Tips for Florida Providers in the DentaQuest Network

Q2 | 2025

SERVING PATIENTS ACROSS FLORIDA

DentaQuest is a leading dental insurance provider in Florida, providing dental coverage to eligible members of various Medicaid, CHIP, Medicare-Medicaid, Medicare Advantage, Marketplace and Personal plans. We have built a national oral health ecosystem committed to quality patient care, efficient processes and continuous improvement on the fundamentals to help your practice perform at its best.

IN THIS ISSUE

- Welcome to Florida Newsletter
- Your Florida Provider Partners
- Peer-to-Peer Call Requests
- Florida Medicaid Program Registration and Recertification
- Broken Appointment Program
- DentaQuest Contact Information

CONTACT DETAILS

DentaQuest Provider Services: (877) 468-5581

DentaQuest Fraud Hotline: (800) 237-9139

Claims Fax: (262) 834-3589

Non-Emergent Review Fax: (262) 241-7150 or (888) 313-2883

ER Review Fax: (262) 387-3736

FloridaProviders@dentaquest.com

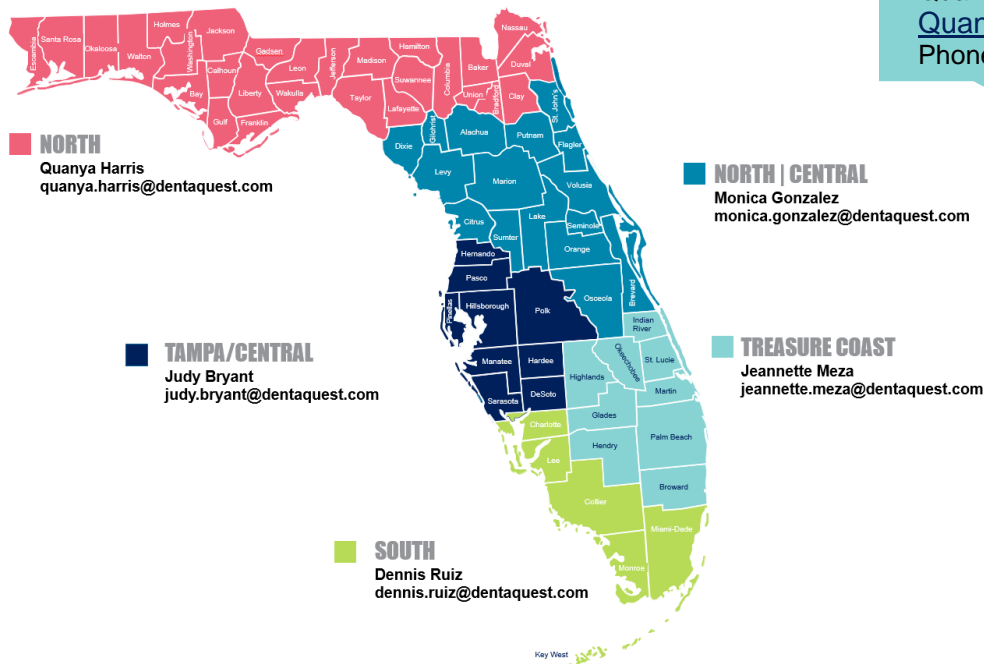
FLORIDA PROVIDER PULSE: YOUR SOURCE FOR TIMELY UPDATES AND INSIGHTS

We are pleased to present our quarterly newsletter for our valued provider network. This publication serves as your go-to resource for important updates and educational information, including plan and benefit changes, policy updates, educational articles and resources, and industry news and best practices.

To ensure you receive this valuable information promptly, we will distribute the newsletter via email or fax. Please contact your provider partner to confirm we have your current contact information on file.

YOUR ASSIGNED PROVIDER PARTNER

We are proud to present your dedicated Provider Partner Consultants a key member of our team committed to supporting your practice. Our Provider Partners bring extensive experience in the dental insurance field, having worked closely with providers and dental offices to build strong, lasting relationships. Their deep understanding of the industry allows them to offer valuable insights and tailored solutions to meet your specific needs. Your assigned Provider Partner is here to assist you with any questions, concerns, or opportunities that may arise. They will serve as your primary point of contact, ensuring seamless communication between your practice and DentaQuest. With their expertise and commitment to your success, you can focus on what matters most – providing excellent dental care to your patients. We encourage you to reach out to your Provider Partner whenever you need support, as they are dedicated to helping your practice thrive within our provider network.



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FLORIDA MEDICAID PROGRAM

DentaQuest would like to take this opportunity to remind you we require that all Medicaid providers and entities rendering services in the State of Florida must be enrolled in Medicaid and meet all provider requirements at the time the service is rendered. Every entity that provides Medicaid services must enroll as a [Medicaid provider](#).

All claims submitted require that all information related to billing, rendering, ordering, referring, prescribing, and attending providers be enrolled with Florida Medicaid. Providers should submit claims in a manner that matches the data on the [Florida Medicaid Provider Master List](#).

Revalidation is required every three to five years, providers must complete the [renewal process](#) by the expiration date on the provider's Florida Medicaid provider agreement. Providers are ineligible for payment from Florida Medicaid under the fee-for-service delivery system and from a Medicaid managed care plan for failure to renew the provider's application before the renewal date.

To enroll or revalidate:

- Visit the Florida Medicaid Web Portal [Enrollment | Florida Medicaid Web Portal](#)
- Either apply for, or log in with, your existing username and password

Questions: Call Medicaid Provider Help Line 1-800-289-7799

Option 4: Provider Enrollment

Option 7: Provider Services Contact Center

EXCITING INCENTIVE: FINGERPRINTING REIMBURSEMENT FOR NEW MEDICAID DENTAL PROVIDER

DentaQuest is pleased to announce an exciting incentive for brand new Medicaid providers! We are now offering reimbursement for fingerprinting costs to providers who complete their first-time Medicaid enrollment with the state. If you believe you may qualify for this incentive, please reach out to your Provider Partner for more information and guidance on next steps. Don't miss this opportunity to offset your enrollment costs and join the Medicaid provider network. Contact your Provider Partner today!



OUR “GOING GREEN” COMMITMENT



DentaQuest is pleased to promote paperless Explanation of Benefits (EOBs). EOBs could be accessed electronically from DentaQuest’s Provider Web Portal for free. Not only is this eco-friendly, but it is also a fast and convenient way to receive and view your office’s EOBs.

DentaQuest also offers Electronic Funds Transfer (EFT). We want to encourage you take advantage of this benefit. Through EFT, payments can be deposited directly into your bank account. With the combination of both EFT and electronic EOBs, you’ll no longer have to wait for the mail to arrive.

APPOINTMENT AVAILABILITY STANDARDS

Providers are required to comply with state-mandated appointment timeframes. Providers must also have a protocol to address after-hours emergencies. For more information and a list of expected standards in your state, please check our Office Reference Manual.

PROVIDERS WILL BE SURVEYED BY A THIRD-PARTY VENDOR ON BEHALF OF DENTAQUEST AND ARE REQUIRED TO PARTICIPATE.



CONTRACTUAL MINIMUM STANDARDS:

- ✓ Emergency care must be provided immediately.
- ✓ Urgent care must be available within 24 hours.
- ✓ Sick care must be available within one week.
- ✓ Routine exams must be provided within four weeks of an enrollee’s request.
- ✓ Follow-up appointments must be scheduled within 30 days of the present treatment date, as appropriate.



DIRECTORY VALIDATION



Is your office information up to date?

Our Network Management Team will be focused on managing our directory and verifying accuracy to better serve our members. Please do not disregard outreach attempts to verify your practice's demographic information, plans accepted, and practicing provider information.

It is important to keep all provider information current and correct to not only serve our members, but to best serve you. Incorrect information can lead to missed notifications, claim denials, credentialing delays, and more.

If your practice has experienced any changes recently, please utilize the [Standard Update form](#) to submit your changes to StandardUpdates@greatdentalplans.com.

JOIN OUR AFTER-HOURS HEALTH CARE NETWORK

Our Provider Engagement Team would like to invite you and your office to be part of our “After-Hours Health Care Network”. We are looking for offices that are open weekdays prior to 8:00 am and/or after 5:00 pm, open weekends, and/or holidays.

Providing after-hours care is beneficial to your patients and the community:



- ☒ It alleviates overuse of your local emergency rooms
- ☒ It enhances relationship between members and providers
- ☒ It delivers personalized care and creates patient satisfaction

Thanks again for choosing to work with us. We'll always be here to support your practice as you work to serve the community. And by working together, we will move toward the future of seamless, prevention-focused care.

DO YOU KNOW YOUR NETWORK STATUS?

It is important for all staff members to understand the DentaQuest administered plans and the provider's participation with them so they can assist our members effectively. Please contact your Provider Partner if you do not know your plans.



WEBINARS AND ONLINE LEARNING

As a participating provider with DentaQuest, we invite you to join our monthly training webinars designed to enhance your understanding of our processes and improve the quality of care for our members.

We are pleased to offer both group webinars and personalized one-on-one training sessions to best suit your needs. To schedule a personalized training session, please email us at FloridaProviders@dentaquest.com

UPCOMING TRAININGS: HOW TO JOIN OUR WEBINARS:

Option 1: Microsoft Teams Meeting

- Click: <https://teams.microsoft.com/j/meetup-join>
- Enter the Meeting ID and Passcode (provided below)



Option 2: Phone Conference

- Dial the Phone Conference number 1-339-666-3919
- Enter the Meeting ID (provided below)



Date	Time EST	Topic	Conference ID	Link and Meeting ID	Passcode
7/17/2025	12:00pm	DentaQuest Provider Training Medicaid Plans	226 774 057#	Join the meeting now 220 157 105 588	9hfvkW
8/21/2025	10:00am	DentaQuest Provider Training Medicaid Plans	563 254 829#	Join the meeting now 255 884 955 67	uo8Ubw
9/10/2025	2:00pm	DentaQuest Provider Training WellCare Medicare Plans	551 597 665#	Join the meeting now 229 827 524 673	XD2nH3CR
9/11/2025	2:00pm	DentaQuest Provider Training Florida Healthy Kids	551 597 665#	Join the meeting now 242 642 066 262	k6ep3SL6
9/17/2025	12:00pm	Q3-Provider Training Broken Appointment Program Best Practices and Healthy Behaviors	600 053 126#	Join the meeting now 269 420 052 207	j3PxtT



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



- July 2, 2025: Advancing Xerostomia Care: The Role of Molecular Iodine Oral Rinses, Register [Here](#)
- July 8, 2025: Empowering Hygienists to be Healthy, Informed, and Efficient, Register [Here](#)
- July 8, 2025: The Science of Dental Caries, Register [Here](#)
- July 14, 2025: New Advances in Oral Irrigation, Register [Here](#)
- July 25, 2025: Infection Control In Dental Settings, Register [Here](#)
- August 6, 2025: Advancing Xerostomia Care: The Role Of Molecular Iodine Rinses In Treatment And Management, Register [Here](#)
- August 7, 2025: Dental Safety, Register [Here](#)
- August 14, 2025: Managing Patients with Substance Use Disorders, Register [Here](#)
- August 28, 2025: Fluoride & IQ, Register [Here](#)
- September 11, 2025: Evidence-Based Practice in Oral Health, Register [Here](#)
- September 30, 2025: Older Adults and Oral Diseases, Register [Here](#)

By participating in these courses, you'll stay current with the latest advancements in dentistry and contribute to the overall improvement of oral health care delivery.

