



FLORIDA NEWSLETTER

Helpful Info and Tips for Florida Providers in the DentaQuest Network

Q3 | 2025

THE NETWORK FOR QUALITY DENTAL CARE IN 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.

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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.

NEW PLAN ANNOUNCEMENT- SOLIS HEALTH PLAN

We are pleased to announce our new partnership with Solis Health Plans, effective **January 1, 2026**.

What This Means For You

If you are an active Medicare provider with DentaQuest, starting January 1, 2026, your office is contracted to see members of Solis Health Plans Medicare Advantage plans under your current provider agreement.

Members of Solis Health Plans Medicare Advantage may contact your office after October 1, 2025, during open enrollment season, as they search for participating dentists. Please ensure all staff who receive calls from prospective patients are familiar with this information.

Key information

1. Eligibility Verification

- Before providing dental care, verify member eligibility:
- Visit the DentaQuest provider web portal
- Call provider services at 1-877-468-5581.

2. Dentaquest Provider Web Portal Features

- View Solis Health Plans Medicare Advantage member's benefit plan
- Check eligibility
- Verify benefits and coverage levels
- View claim and prior authorization status
- Access customer service

3. Claims submission

- We recommend submitting all claims electronically, including those for Solis Health Plans Medicare Advantage members
- Options:
 - Submit via DentaQuest provider web portal (free)
 - Use an electronic clearing house (DentaQuest payor id: CX014)

4. Service areas

- Solis Health Plans Medicare Advantage members reside in: Miami-Dade, Palm Beach, Pasco, Polk, Osceola, Broward, Hillsborough, Pinellas, Orange, and Seminole.



INFORMATION REGARDING PEER-TO-PEER CALL REQUESTS

The purpose and objective of a peer-to-peer call is to review the adverse benefit determination of a denied appeal on a claim or prior authorization. This process serves several important functions:

- 🦷 It provides a courtesy opportunity for professional exchange of information between dentists.
- 🦷 It allows dentists to speak directly with our dental consultant regarding additional pertinent clinical information that may:
 - Not have been available during the initial review
 - Not have been apparent from the provided images or narrative
- 🦷 It offers a chance for the treating dentist to receive a clinical explanation of the denial

Key points about peer-to-peer calls:

1. **Eligibility:** A peer-to-peer request can be made only after:
 - Your claim or prior authorization has been denied for clinical reasons
 - You have appealed the decision
 - The appeal has also been denied
2. **Process:** We will not proceed with the peer-to-peer call if these conditions have not been met.
3. **Objective:** The call aims to ensure all relevant clinical information is considered in the decision-making process, potentially leading to a more informed outcome.

By facilitating direct communication between dental professionals, peer-to-peer calls contribute to a more thorough and transparent review process, ultimately benefiting both providers and patients.

WHEN SUBMITTING A PEER-TO-PEER REQUEST THE FOLLOWING INFORMATION IS REQUIRED:

- Member and/or provider information
- Claim/pre auth number relevant to the request
- Best contact number for the dentist
- Best time the dentist is available
- Related information
- The call must be set up within 48 hours of submission
- The dental consultant will only make two attempts to reach the dentist during the allotted time
- Once the request is completed by either portal or provider services you will be provided a case # - keep for follow up



PRIOR AUTHORIZATION AND PRE-PAYMENT REVIEW: WHAT YOU NEED TO KNOW

PRIOR AUTHORIZATION

- 🦷 Required when noted in the Office Reference Manual (ORM)
- 🦷 Documentation must be submitted and approved before treatment

Process:

- 📋 Submit required documentation prior to performing treatment
- 📋 Wait for approval before proceeding
- 📋 Important: Failure to obtain prior authorization will result in claim denial
- 📋 Denial reason: "Service requires prior authorization. No Prior Authorization is on file"

PRE-PAYMENT REVIEW

- 🦷 Applies to services noted in the ORM as requiring clinical review

Providers have two options:

- 📋 Submit as a prior authorization (before treatment)
- 📋 Submit with the claim (after treatment)

Process:

- 📋 If submitted as an authorization:
 - Clinical review occurs before treatment
 - If approved, the subsequent claim will be paid
- 📋 If submitted with claim:
 - Clinical review occurs after treatment
 - Payment depends on review outcome

By following these guidelines, you can help ensure smoother claim processing and reduce the risk of denials.

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!



IMPORTANT NOTICE: AMBULATORY SURGICAL CENTER (ASC) AND OUTPATIENT HOSPITAL SETTINGS.

Statewide Medicaid Managed Care: Non-Emergency Dental Services in Ambulatory Surgical Center and Outpatient Hospital Settings Effective October 1, 2025

Changes to Non-Emergency Dental Services in Ambulatory Surgical Centers and Outpatient Hospital Settings. DentaQuest would like to inform you of significant changes regarding non-emergency dental services provided in Ambulatory Surgical Centers (ASCs) and Outpatient Hospital Settings. These changes will take effect on October 1, 2025. This update affects non-emergency dental procedures performed in ASCs and outpatient hospital settings. The effective date for these changes is October 1, 2025. All providers and staff involved in scheduling and performing these procedures should be aware of these upcoming modifications. We encourage all relevant personnel to review the full details of these changes to ensure compliance and smooth implementation when the time comes.

DENTAL PROVIDER INCENTIVE PROGRAM (DPIP)

DentaQuest is pleased to announce the continued implementation of the 2025-2026 Dental Provider Incentive Program (DPIP). The DPIP provides the opportunity for designated dental providers to earn enhanced payments based on the achievement of performance measures associated with preventive dental services.

How do I Qualify?

Identified dental providers are General and Pediatric Dentists who provide dental services to enrollees under the age of 21 years. A dental provider may achieve Qualified Provider status by achieving or exceeding the benchmarks for each of the following metrics during Calendar Year 2024.

For more information about the DPIP program parameters, visit the Agency's webpage at [Dental Provider Incentive Program | Florida Agency for Health Care Administration](#).

Should you have any questions about the DPIP, please do not hesitate to contact your Provider Services Representative directly or Provider Services at 1-877-468-5581.



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.

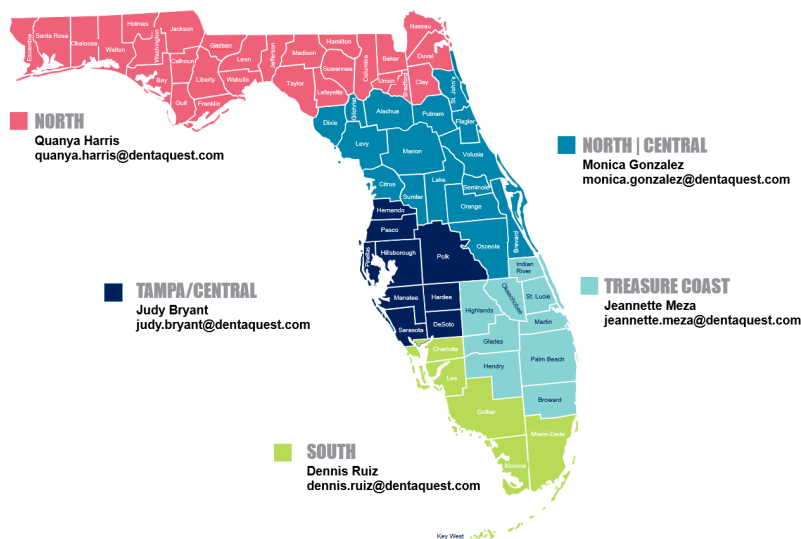
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Your Provider Partner is here to help your practice flourish. Don't hesitate to contact them for support!



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

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.



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.



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.

As a contracted provider office, members may reach out to verify that you're in-network. Here are a few things you can do to prepare your office:

- Confirm your directory information by visiting [Florida Providers | DentaQuest](#)
- Make sure your staff is trained on the plans accepted by your office
- Personalized one-on-one training sessions with your assigned Provider Partner Consultant
- Have a plan in place for scheduling and managing new patients.

SUPPORT LOW-COST DENTAL PROGRAMS IN YOUR COMMUNITY

At DentaQuest, we are dedicated to expanding access to quality dental care for all. As part of this mission, we are exploring innovative ways to support low-cost dental programs for uninsured family members of our enrollees.

Your expertise and insights are invaluable to us as we develop new initiatives to better serve our community. We kindly request a few moments of your time to complete a brief survey, which you can find here:

[DentaQuest Provider Survey: Low-Cost Treatment Options](#).

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.



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
10/15/2025	12:00 PM	DentaQuest Provider Training Medicaid Plans	333 000 982#	Join the meeting now Meeting ID: 277 801 060 489	pzNQjz
11/19/2025	2:00 PM	DentaQuest Provider Training Medicaid Plans	714 133 418#	Join the meeting now Meeting ID: 280 384 330 108	Hw2ZYB
12/18/2025	10:00 AM	DentaQuest Provider Training Medicaid Plans	535 939 142#	Join the meeting now Meeting ID: 238 984 259 893	yUCgXe
12/10/2025	12:00 PM	Q4 DentaQuest Provider Training Florida Healthy Kids	353 993 923#	Join the meeting now Meeting ID: 239 997 265 943	RK9XW3mm
12/11/2025	12:00 PM	FL Q4-Provider Training Broken Appointment Program Best Practices and Healthy Behaviors	592 529 451#	Join the meeting now Meeting ID: 289 327 827 289	DFgp2Q
12/17/2025	12:00 PM	FL -Q4 DentaQuest Provider Training WellCare Medicare Plans	136 047 656#	Join the meeting now Meeting ID: 250 512 417 171	XD9UZ9de



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



- September 30, 2025: Building Trust and Influence: Brand Ambassador Essentials for Dental Clinicians Register [Here](#)
- September 26, 2025: Infection Control In Dental Settings, Register [Here](#)
- September 29, 2025: Aerosol Generation And Mitigation In The Dental Practice, Register [Here](#)
- September 30, 2025: Older Adults and Oral Diseases: Benefits from Early Intervention, Emerging Technology and Minimally Invasive Dentistry Register [Here](#)
- October 3, 2025: Effective Hand Hygiene: The Cornerstone of Infection Prevention In Dental Settings Register [Here](#)
- October 7, 2025: Science Of Dental Caries: Advanced Insights for Preventive and Restorative Practice Register [Here](#)
- October 8, 2025: Oral Rinses: What's Safe? What's Effective Register [Here](#)
- November 4, 2025: Guess What? You're Biased: Now What! Turning Awkward Truths into Meaningful Change, Register [Here](#)
- November 13, 2025: Periodontal Inflammation-A Driver Of Systemic Disease, Register [Here](#)
- November 24, 2025: Human Trafficking: Role of the Dental Clinician, Register [Here](#)
- December 2, 2025: Bridging Microbial Ecology and Clinical Research to Optimize Periodontal Treatment and Prevent Implant and Restorative Failures, Register [Here](#)
- December 8, 2025: Understanding Aphthous Ulcers: From Triggers to Treatment, Register [Here](#)
- December 19, 2025: Infection Control In Dental Settings, 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.

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 networked providers. It's just one more way you can count on us to deliver customized support.

<https://www.dentaquest.com/heretohelp>

