



TEXAS ROUNDUP

Program Updates for Texas Dentists

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DentaQuest[®]

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Quality Assessment Scorecard

Effective January 1, 2021, DentaQuest implemented a Quality Assessment Scorecard by location based on the following:

- Access
- Dental outcomes
- Oral evaluations
- Sealant placement
- Fluoride application
- Cost

The Quality Assessment Scorecard is considered when assigning a Main Dental Home for new members to the Medicaid and CHIP programs that default to auto-assignment. The Quality Assessment Scorecard does not impact members with familial relationship, claims history, or those who have made a Main Dental Home choice at the time of enrollment. All other downstream processes remain the same and members can continue to change their Main Dental Home at any time.

A baseline location Quality Assessment Scorecard for CY 2020 was distributed to all Main Dental Home Providers mid-February. This allowed providers to assess their performance based on services rendered January through December 2020. Quality Assessment scores are reevaluated quarterly, the next measurement period include April 1, 2021 through June 30, 2021. Q2 Quality Assessment Scorecards will be distributed in July.



Value-Based Care (VBC)

DentaQuest is currently collaborating with network dentists to move dental care in a more sustainable, collaborative direction through Value-Based Care. In a value-based system, quality and outcomes should improve while costs remain the same or fall because the healthier a person is, the less they require expensive services. We know people are both in need of dental care and concerned about the cost of care — just as before the pandemic. We process claims for services delivered in response to an already present dental disease. Fillings and extractions address the impact of disease but do not address or eliminate its cause — said another way, restorative care is more costly to the system and the person, while preventive care is more valuable for people and communities. If you would like more information regarding DentaQuest's Value-Based Care model, please contact your regional Provider Partner.

Reminder: Appeals/Claim Resubmission

Appeal: An appeal is a request to review an adverse benefit determination. An appeal may be submitted after receiving a denial on a prior-authorization or claim submission within one-hundred and twenty (120) days from the denial. An appeal will be processed within 30 calendar days from the receipt date. A physical resolution letter will be mailed with the determination of the appeal. An appeal should not be utilized if a claim or authorization is denied for missing information and is within 95 days of original date of service.

Resubmission: A resubmission is a second claim or pre-authorization submitted with additional or corrected information and is within 95 days of original date of service. A resubmission should be utilized if your claim or pre-authorization triggers a processing policy pending additional information. A resubmission does not require an appeal be filed with DentaQuest. A resubmission is used in cases which are missing labeled x-rays, narrative, primary insurance information, or a correction needs to be made to a code, tooth number, surface, or arch on a previously submitted claim. Resubmissions follow the normal claim submission processes and will not trigger a resolution letter. Resubmitted claims or pre-authorizations must not include key words "appeal" or "reconsideration" as this triggers an appeal and unnecessary delays in processing.

Reminder: PPE Billing

PPE Billing PPE is considered a non-covered service, meaning it cannot be billed to the patient. The provision of PPE is a responsibility of the practice to maintain infection control standards as directed by OSHA. Please contact your Regional Provider Partner via email or phone with any questions. As always, we greatly appreciate your continued partnership and your commitment to serving the TX members in your community.

First Dental Home (FDH) Provider Certification Process

On August 13, 2020, HHSC-THSteps revised the First Dental Home (FDH) Certification Application (HHSC Form 1091) to streamline the certification process for First Dental Home providers by revising the contact information to where certification correspondence should be sent: new email address, THStepsOEFV.FDH@hhsc.state.tx.us, and new fax number: (512) 483-3979.

Key Details:

Dentists enrolled in Texas Medicaid who want to become THSteps certified as FDH providers must complete the free First Dental Home training course found on Texas Health Steps Online Provider Education website and then take the following actions:

1. Print or save the continuing education certificate.



- Download and complete the FDH Certification Application (HHSC Form 1091) located within the course module.

(Note: Group Level is only certified for Federally Qualified Healthcare Centers (FQHC)). For FQHC providers, please include the Group TPI number that the facility uses to file its Texas Health Steps checkups.

- Send both documents to THSteps via email at THStepsOEFV.FDH@hhsc.state.tx.us or fax to (512) 483-3979.

Providers cannot be certified or reimbursed for FDH services until they have completed the FDH training course and submitted their CE certificate, along with the FDH Certification Application, to HHSC-THSteps. When dentists are approved for certification, Texas Health Steps sends a verification email specifying when First Dental Home claims may be filed.

Important Reminders

Provider Resource Documents	<p>The following documents are listed on the Provider Resources tab on the Texas Provider microsite.</p> <ul style="list-style-type: none"> Office Reference Manuals (ORM) Fee Schedules Orthodontic Review Policy <p>https://dentaquest.com/texas/providers/provider-resources</p>
DentaQuest Holiday Closures	<p>In observance of the Independence Day and Labor Day holidays, DentaQuest will be closed for the following days:</p> <ul style="list-style-type: none"> Monday, July 5th Monday, September 6th
Contact Your Regional Provider Partner	<p>To locate the Provider Partner for your region, visit https://dentaquest.com/texas/providers/provider-resources/provider-relations-contacts</p>