



# TEXAS ROUNDUP

## Program Updates for Texas Dentists

DentaQuest®

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#### Reminder: Medicaid Fee Schedule Adjustment

The Health and Human Services Commission (HHSC) recently held a rate hearing and announced the proposed rate adjustments for Texas Medicaid. The rate adjustments took effect on September 1, 2025. The updated fee schedule is available on the DentaQuest Provider Portal.

#### TX Provider Website

DentaQuest has a website for Texas providers. This website provides a vast of resourceful information to the Texas Provider Network without accessing the provider portal.

#### Key Resources on the Website:

- Office Reference Manuals (ORM)
- Provider Relations direct contact information
- Provider Update and enrollment information
- Trainings and Education

The TX Provider website can be accessed by going to [www.dentaquest.com/en/providers/texas](http://www.dentaquest.com/en/providers/texas)



## Appeal Vs. Claims Resubmissions

### Appeal:

An appeal is a request to review an adverse benefit determination. Appeals should be submitted for the following:

- No additional information is being submitted for review on pre- authorization. Provider is asking for an additional review of initial submission. ***This must be appealed.***
- Claim denies and provider makes no changes to the initial claim. Timely is 95 days from the original date of service. Appeals can be submitted up to 120 days from last denial date. ***This must be appealed.***

### Example:

- Claim denies for medical necessity and provider does not have any additional information to add. The provider wishes to appeal the decision based on original submission.

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 that is still timely or authorization is denied for missing information.

### Claims Resubmission:

A resubmission is a second claim or pre-authorization submitted with additional or revised information. Claims should be resubmitted within 95 days from the original date of service. A claim within **95 days** from the date of service should be resubmitted for the following:

- Claim changes such as revision of a code, adding missing information such as TID, x-rays, narrative, primary insurance...etc.
- Pre-authorization with additional information submitted or codes being added, changed, or deleted

### Example:

- Claim denies for missing caries risk assessment code and is still considered timely. Provider resubmits the claim and adds the appropriate caries risk assessment code. ***This should not be appealed.***
- Claim that have paid with incorrectly submitted information (*incorrect ADA code, billed amount, date of service etc.*). Provider submits a request to void the claim that was submitted incorrectly; after claim is voided, provider submits a claim with the revised information. ***This should not be appealed.***

The resubmission process follows the normal process for claims adjudication and pre-authorization determination which is timelier and more efficient than the appeal process. This is an advantage to the provider as the 30-day appeal timeline is reduced considerably through the resubmission process. Timely filing for all claims submissions are 95 days from the original date of service. Appeals can be submitted up to 120 days from the date of the EOB. If you are unsure of when to appeal or resubmit, please contact your Regional Provider Partner with any questions.

## DentaQuest Provider Portal

As a reminder, DentaQuest has an interactive provider portal for the Texas Provider network. The provider portal is designed to streamline administrative tasks, improve communication with DentaQuest, and ultimately allow providers to focus more on patient care.



## Key Features and Benefits of the Portal:

- **Enhanced Security and Flexibility:** Offers customizable access levels for office staff, improving data security and control.
- **Verify Member Eligibility and Service History:** Easily check individual member eligibility and review their past service history.
- **Bulk Eligibility Checks:** Efficiently verify the eligibility of up to 30 members at once.
- **Electronic Submission:** Submit claims and prior authorizations electronically through the portal.
- **Real-time Status Updates:** Get immediate updates on the status of submitted claims and authorization eligibility.
- **View Provider Enrollment Details:** Access information about your enrollment, including effective dates and participating networks.

The interactive portal can be accessed by going to **provideraccess.dentaquest.com**

## Provider Network & Directory Audit

DentaQuest would like to remind all providers that provider directory information must be updated when a change in your office is made. This includes, but is not limited to the following information:

- Provider joins/leaves practice
- Telephone and/or fax number
- Office hours
- Ages treated
- Languages spoken
- Handicap accessible (yes/no)
- Plan participation
- Accepting new patients' status

Failure to provide current information can result in termination from the DentaQuest network. If you have any questions regarding directory updates, please call your local Provider Relations Representative.

## Important Reminders

<b>Provider Resource Documents</b>	The following documents are listed on the Provider Resources tab on the Texas Provider microsite. • Office Reference Manuals (ORM) • Provider Training Schedule • Quarterly Newsletters <a href="https://dentaquest.com/texas/providers/provider-resources">https://dentaquest.com/texas/providers/provider-resources</a>
<b>Contact Your Regional Provider Partner</b>	To locate the Provider Partner for your region, visit <a href="https://dentaquest.com/texas/providers/provider-resources/provider-relations-contacts">https://dentaquest.com/texas/providers/provider-resources/provider-relations-contacts</a>
<b>DentaQuest Holiday Closures</b>	In honor of Independence Day and Labor Day, DentaQuest will be closed for the following days: • Thursday, November 27 • Friday, November 28 • Thursday, December 25