

DQ DIGEST COVERKIDS

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Dental Home

A Patient Centered Approach to Care

By: Kwane Watson DMD DentaQuest

Throughout the country access to dental care is becoming increasingly challenging for individuals that reside in dental deserts. Rising costs for staffing and inflation are providing additional stress to the Medicaid provider, causing additional offices to close, thus further limiting options for patients seeking care in areas where options were already limited prior to the most recent economic challenges. Now more than ever we must create a unique approach to ensure our members have options where they can receive dental care.

How can the Dental Home model improve access for patients seeking dental care?

Establishing a Dental Home will provide patients with a PCD (Primary Care Dentist), thus eliminating one of the most frequently asked questions by patients of who accepts my insurance. Patients, however, are not obligated to use their PCD for dental care, this assignment can be modified at their discretion.

What are DentaQuest goals when creating this unique approach to solving access concerns?

DentaQuest is dedicated to improving the oral health of all. We believe that incorporating a dental home initiative will reduce emergency room visits and promote prevention amongst our members.



Legislative Corner

By: Walter Owens DDS DentaQuest

Overview of Dental Legislation & Funding in Tennessee

The following summarizes key legislative work by the Tennessee Dental Association (TDA) in 2022:

Hygienist Scope of Practice Amendment

Sponsors: SB 1827 Massey/HB 1903 Alexander

As amended the bill only deals with continuing education of dental hygienists stating that in-person continuing education credits for hygienists may be satisfied by participation in live, interactive webinars. TDA opposed earlier language in the bill which would have recognized the term “dental hygiene assessments.”

Mandatory Naloxone Prescription

Sponsors: SB 2465 by Reeves/ HB 2228 by Ramsey

As amended, a healthcare provider prescribing opioids more than a three-day supply has to offer the patient a co-prescription for an opioid antagonist if the patient presents a history of substance abuse, addiction, overdose, etc. Further, an opioid prescription exceeding three days would require such an offer if the same prescriber has issued a co-prescription for benzodiazepines. Dentists are encouraged to incorporate opioid antagonists according to their professional judgement.

HPV Vaccine Authority for Dentists

SB 2026 by Powers/HB 2032 by Ramsey

TDA introduced a bill to authorize dentists to administer the HPV vaccines. The bill was conflated with another bill and caught up in controversy. TDA, though definitely in support of HPV vaccine authority, made the decision not to pursue the bill further this year.

Opioid Counseling Bill

SB 2037 by Gilmore/HB 2259 by Harris

The bill, which would have placed additional patient counseling requirements on prescribers of opioids, benzodiazepines, and other dangerous drugs. Current law already contains significant patient counseling provisions for opioid prescriptions exceeding a three-day 180 MME, an exception which TDA supports. For other opioid prescriptions, the existing statutes contain extensive patient counseling requirements. The bill was amended by the Senate Health Committee to encourage such counseling.

Summary of New Budget Funding for Dental:

Dental Services Pilot Project

Non-recurring funding for a pilot program developed to address unmet dental service needs and increase the number of dentists who practice in the state. The program will expand class sizes in Tennessee dental schools, increase services and provision of prosthodontics and recruit and incentivize dentists to practice in rural Tennessee. The project is for five years. Although the funding is for one year and nonrecurring, it is expected to be funded in future years.

Safety Net Provider Rate Increases

Provides a pool of recurring funding for provider rate increases in the safety net provider program within the Tennessee Department of Health. (This program grants dollars to FQHC's and charitable clinics per encounter.)

SmileTN Dental Safety Net

Recurring funding that adds dollars specifically for dental to the existing department of health safety net fund.

Keep your Practice Profile Current with DentaQuest



Keeping your contact information updated is essential for ensuring appropriate access to care for our members. DentaQuest is committed to monitor impact on our network dental practices and member's ability to access care. Please notify us immediately if you anticipate or experience any disruption to your practice related to COVID-19 or any other situation.

DentaQuest conducts surveys each quarter to ensure you are providing timely access to appointments and that your demographic information is up to date in our system. Remember, most up-to-date information is important to us, but more significantly it impacts our members. Providers are responsible for contacting DentaQuest to report any changes in their practice. It is essential that DentaQuest maintains an accurate provider database in order to ensure proper payment of claims, to comply with provider information reporting requirements mandated by governmental and regulatory authorities, and to provide the most up-to-date information on provider choices to our members.

Any limitations to or changes in daily operations, including scheduling and available services; and the extent to which the office may be available for services, should be reported to DentaQuest immediately. Optimum patient care, especially during periods of crisis, requires accurate and prompt communication from our partners. Any changes should be reported to DentaQuest by completing our Provider Update Form and sending by fax to 262-241-4077 or via e-mail to Standardupdates@dentaquest.com

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.
<http://www.dentaquest.com/dentists/self-registration-page/>

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
- 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



DentaQuest Dentists are expected to meet minimum standards with regards to appointment

DON'T MAKE THEM WAIT
Get Patients In for Care

EMERGENCY
bleeding, infection, imminent tooth loss, or injury

URGENT CARE
chipped tooth, sensitivity, or mild pain

ROUTINE CARE
cleaning or checkup

PATIENT FOLLOW UP
patient in treatment requires a return visit due to complications

Providers are required to comply with state-mandated appointment timeframes. Providers must also have a system or protocol in place to address after-hours emergencies.

For more information and a list of expected standards in your state, please check our Office Reference Manual.

Contact Information

Provider Service

- CoverKids: 888.683.6725
 - Press 1 Automated Eligibility (via IVR system)
 - Press 2 Benefits, Eligibility and History
 - Press 3 Claims and Payment Options
- Credentialing Hotline: 800.233.1468

Department Emails

- Electronic Claims Setup and Questions – ddusa_providerrelations@dentaquest.com
- Claims Payment Questions – denclaims@dentaquest.com
- Eligibility or Benefit Questions – Dentelig.benefits@dentaquest.com

Utilization Review

- 888.294.9650

Provider Web Questions

- 888.560.8135
- www.dentaquest.com

Corporate

- Main Corporate: 800.417.7140