



Texas RoundUp

Program Updates for Our Texas Dentists

Vol. 12 – September 2012

Dear Doctor,

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Verifying Member Assignment Prior to Treatment

From March 1 through September 1, members were permitted to visit any dentist in the network. Now that the Texas HHSC has rolled out the First Dental Home program, you will no longer receive payment for services rendered to members who are not formally assigned to you. To ensure payment, it is the providers' responsibility to verify eligibility prior to rendering services.

Description for Codes D9610 and D9612

We've received many requests for codes D9610 and D9612 that do not have the name of the drug listed on the claim. If a description is not included, we will request this information. Including the name of the drug on the initial claim submission will prevent you from having to submit another claim.

Complying with Appointment Standards

As part of our quality monitoring program, DentaQuest performs quarterly appointment standard surveys to ensure provider offices are in compliance. The standards are outlined in your provider contract and are as follows:

- Urgent care, including urgent specialty care, must be provided within 24 hours of request
- Therapeutic and diagnostic care must be provided within 14 calendar days of request
- Routine preventive care must be provided within 30 days of request

If your office cannot accommodate these standards and you would like to have your status changed to Existing Patients Only, please contact us via email at providerintake@dentaquest.com, or in writing at:

DentaQuest
ATTN: Network Development
12121 N Corporate Parkway
Mequon, WI 53092

Please note that these requests **must be in writing** and cannot be handled over the phone.

Any provider who fails to meet the appointment standards listed above will be contacted by DentaQuest to discuss the monitoring results and resolution. Based on this call, additional action may be taken. After the second occurrence of non-compliance, DentaQuest will automatically change the office's status to Existing Patients Only and possibly remove from the directory.

Partnering with Sendero Health Plan

Effective October 1, DentaQuest will be administering a dental benefit on behalf of Sendero Health Plan. This is a Value-Added Service for pregnant women in Travis County only. These members will be eligible to receive preventive care, basic restorative care and extractions. For a complete list of covered codes, please refer to the ORM. If you have questions, please contact DentaQuest's network development department at 1-855-873-1283.