



Texas RoundUp

Program Updates for Our Texas Dentists

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Dear Doctor,

In this week's Texas RoundUp:

- Labeling of X-rays
- Fighting fraud

Labeling of X-rays

Unfortunately, we continue to receive x-rays that are not properly labeled. Here's what's happening:

DentaQuest receives a set of X-rays with a prior authorization request. If the authorization is denied, we may receive a new set of x-rays that doesn't match the first. This unnecessarily prolongs the approval process. To avoid this scenario, please label your X-rays with the member's name and the date the x-rays were taken before sending them with your prior authorization request. If submitting duplicate radiographs, please label with right and left. We'll all benefit from the increased efficiency.

Fighting Fraud

Fraud is one of the largest costs associated with Medicaid programs. It inflates the cost of healthcare and undermines access to affordable healthcare coverage.

What is fraud?

Fraud is a crime of intentional deception or misrepresentation in which an individual or entity deceives an insurance company, usually to gain reimbursement or insurance benefits. Fraud can occur in many ways and may be committed by any party involved in healthcare delivery.

Although only a small percentage of individuals engage in fraudulent activities, the damage they do affects a far greater number of members. You can help DentaQuest fight fraud by recognizing its signs and knowing how to report your suspicions.

What is member fraud?

Member fraud occurs when someone

- Lies about household income, family make-up, or family resources to gain coverage
- Shares an ID card

What is provider fraud?

Provider fraud occurs when someone:

- Bills for services not provided
- Changes dates of service to gain payment
- Bills for an inflated service when the actual service was a lesser procedure
- Waives patient's co-payment or deductible
- Bills for a covered service when a non-covered service was performed

Many of you have expressed concern about fraud, especially as it relates to the quality of care provided to members. DentaQuest shares your concern, and is very serious about identifying and eliminating fraudulent activities whenever they occur. The health and well-being of our members is our number one priority, and by stopping fraud we can ensure that program dollars are being directed toward the best care possible.

To report suspected fraud, please use one of the following options:

- DentaQuest Fraud Hotline: 800-237-9139
- DentaQuest Anonymous Hotline: 866-654-3433
- Texas Office of Inspector General (OIG) Hotline: 800-436-6184 or <https://oig.hhsc.state.tx.us/>
- Fill out the Medicaid Fraud and Abuse Form located at: <http://www.dentaquest.com/getattachment/Report-Fraud/DQFraudFormInteractiveGov.pdf/>

And mail to:

Utilization Review
DentaQuest
12121 North Corporate Parkway
Mequon, WI 53092

Or fax to: **262-241-7366**

Thank you for supporting our efforts to stop fraud in Texas.