



Texas RoundUp

Program Updates for Our Texas Dentists

Vol. 15 – December 2012

Dear Doctor,

In this week's Texas RoundUp:

- Transitioning Delta Dental members: What you need to know
- Orthodontia transfer of care process

Transitioning Delta Dental Members: What You Need to Know

As you're aware, the Texas HHSC has decided to reduce the number of dental benefit administrators from three to two. Delta Dental is no longer part of the program, and we want to ensure there is no disruption to care for Delta Dental members transitioning to DentaQuest.

Member Notification

DentaQuest sent a letter to members affected by this change, advising them to continue to receive care from their current dentist until they receive a new ID card. Members will receive these cards listing their main dental home in early December.

Temporary Main Dental Home Suspension

To avoid delays in access to care, HHSC is temporarily suspending the restriction that a member must be served by their main dental home dentist. This suspension is effective immediately and will continue through February 28, 2013. Members were mailed a letter in late November with their new dental plan information. Members can contact their new dental plan to verify their preferred dental provider.

In addition, Interim Care Transfer (ICT) forms will not be required for dates of service from December 1, 2013 through February 28, 2013. DentaQuest will begin accepting Interim Care Transfer forms February 1, 2013, for dates of service in March 2013. Additional communication will be provided at a later date.

Version 1

Main Dentist Assignments

If a member who was assigned to Delta Dental would like you to be their main dentist, you can help them accomplish this task. There are three easy ways that they can select you as their dentist.

Option	Instruction
1. Online	Visit www.DentaQuestTexas.com and click on "MEMBERS." Select a Main Dentist in two easy steps: <ul style="list-style-type: none">• Click on "Find-A-Dentist."• Click on "Submit your Primary Care Dentist Information" and fill out the form
2. Fax	Complete the form located in the member handbook and fax it to: 1-800-936-0913.
3. Call us	Medicaid members: 1-800-516-0165 CHIP members:1-800-508-6775.

Authorizations from Delta Dental

We received an authorization file from Delta Dental; however, there could potentially be missing authorization information in the file. If you perform services that were previously approved by Delta Dental, please submit a copy of the prior authorization with your claim to ensure accurate processing.