



Texas RoundUp

Program Updates for Our Texas Dentists

Vol. 4 - May 2012

Dear Doctor,

In this week's Texas RoundUp:

- Change in orthodontic Level III requirements
- DentaQuest's web portal
- Referrals for interim care
- Administrative reminders
- Cultural sensitivity and Texas Health Steps training

Change in Orthodontic Level III Requirements

The current orthodontic policy indicates that only board certified orthodontists are permitted to treat Levels III and IV orthodontic cases. Many of you expressed concern that this policy might cause access to care issues, since many general and pediatric dentists were previously treating Level III cases.

After careful consideration and reviewing the Texas Dental Practice Act, DentaQuest is changing its policy. As of May 14, 2012, general dentists who have completed a minimum of 200 hours of continuing education in orthodontics within the last 10 years and pediatric dentists who have completed a pediatric dental residency will now be permitted to render care for Level III comprehensive orthodontic cases.

Thank you for sharing your feedback on this important issue! We share in your desire to provide the best care for the neediest children in your community.

Take Advantage of DentaQuest's Web Portal

Access to important program information is just a few clicks away. Our free web portal allows you to manage all of your DentaQuest patients from a central location 24/7. We want to make it as easy as possible to participate in our program. Here are some of the features of our portal:

- Check the status of your claims and prior authorizations
- Review explanation of benefits to reconcile you accounts
- Check member history to determine if benefit limitations have been reached
- Authorize staff members to have access to certain information. For example, access to eligibility information but not payment information.

“ In Your Words

DentaQuest has made this transition very easy. Your portal is easy and efficient. Your phone reps are service oriented and always willing to find answers. Your claims processing has followed the timelines you stated. EOBs are easy to read. And your payment is no more than two weeks out from when we file claims.

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Referrals for Interim Care

As of June 1, 2012, main dentists will be required to complete an interim care transfer form. This form is located on the web portal and in the Office Reference Manual (ORM) on page A-14. This process is used when a main dentist determines it is necessary for another general or pediatric dentist to provide interim care to a member, but the main dentist assignment should remain the same. You will need to fax the form to 1-888-261-1736. To learn more about this process, please refer to section 7.02 of the ORM.

Administrative Reminders

Office reference manual

Many offices find it helpful to print out the ORM rather than logging on to the web portal. However, we suggest checking the portal periodically to learn if there are any updates to the document. It will always have the most up-to-date information.

X-ray submissions

All X-rays are scanned and stored in our system for future reference. It is very important that you label X-rays with the member's full name. There have been multiple cases in which an initial request is denied and upon resubmission, the X-rays are not labeled with the member's name.

Cultural Sensitivity and Texas Health Steps Training

You know first-hand that Texas is home to a diverse population. Medicaid and CHIP members come from an array of different cultures and backgrounds. We want to give you the right tools to ensure your patients have a good experience at your office.

In July 2012, we will conduct cultural sensitivity training and general education on the Texas Health Steps program. Sessions will be offered to all dentists via webinars and in-person meetings. Keep an eye out for training dates.



Thank You

DentaQuest's Supervisor of Provider Relations Brenda Walker and Provider Relations Representative Diane Johnson had the pleasure of attending the annual Texas Dental Association meeting early this month. Brenda and Diane spoke with many familiar faces and some new ones too. Thank you to everyone who stopped by to say hello!