



Texas RoundUp

Program Updates for Our Texas Dentists

Vol. 5 - May 2012

Dear Doctor,

In this week's Texas RoundUp:

- Update on Main Dental Home Requirement
- Procedural Reminder for Services Performed in an Outpatient or Hospital Setting
- Importance of Submitting Clean Claims
- Sign up for DentaQuest's Free Provider Web Portal

Waiver for Main Dental Home Requirement Extended Through August 31, 2012

During this transitional phase, one of HHSC and DentaQuest's top priorities is to ensure members experience no disruption to care. We know you feel the same.

At the request of the TDA, TAPD, TAGD and many individual dentists, HHSC is extending the waiver of the requirement that Medicaid and CHIP members be treated by their assigned main dentist through August 31, 2012.

This will give patients more time to choose their main dentist and accommodate those that may not be scheduled for their next routine dental appointment. You may continue to see your Medicaid or CHIP patients. Please encourage them to contact their dental plan to choose a main dentist.

Procedural Reminder for Services Performed in an Outpatient or Hospital Setting

You are not required to submit a prior authorization request for dental services performed under general anesthesia. If you'd like assistance in coordinating care with a member's health plan, please contact our customer care center at 1-800-896-2374 to speak with a Member Advocate.

DentaQuest will review the case for medical necessity. Once the case is approved, a Member Advocate will coordinate the authorization for any non-dental services with the member's health plan.

“ In Your Words

The service I receive from DentaQuest is a perfect 10. I have been pleased with the customer service and provider relations from the get go. The support and constant updates have made this a smooth transition.

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Importance of Submitting Clean Claims

DentaQuest wants to pay your dental claims as quickly as possible. To help us meet this goal, it is beneficial for providers to submit completed, clean claims for our review.

We have recently received numerous incomplete claims resulting in delayed payments. To ensure we are able to expedite future claims, please make use of these helpful reminders to assist with the claims submission process. Please note that moving forward, incomplete claims will be denied.

Tips on submitting clean claims:

- If your personal information changes, such as your business address, please inform us as soon as possible.
- Note in **Box #4** if the member has other insurance. If this box is checked “no,” please leave **Boxes #5-11** blank.
- If you are submitting an adjusted or voided claim, please enter that information in the remarks field of **Box #35**.
- Check the appropriate place of treatment in **Box #38**.
- Enter your NPI number in **Boxes #49 and #54**.
- Include the treating dentist’s signature in **Box #53**. It is also acceptable to note “signature of file,” electronic name, or type the name.

Please note that if you are submitting paper claims, you must use 2006 or newer ADA claim forms, which can be found on the ADA’s website www.ada.org.

Take Advantage of DentaQuest’s Free Web Portal

Save time and money

Did you know that you can submit claims online for free on our web portal? The portal is designed to alert you immediately if you do not include the necessary information on the claim.

Signing up is easy. Visit <http://www.dentaquestgov.com/selfreg/register.aspx> and follow the prompts to sign up. The portal allows you to attach X-rays and other documentation for claims that require pre-payment review, review the status of your claims and see when payments are released.

Your feedback matters! Send us a secure email through the provider web portal, talk to your provider relations representative or contact our customer care center at 1-800-896-2374.