



## TEXAS ROUNDUP

PROGRAM UPDATES FOR OUR TEXAS DENTISTS  
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*I have always known I can call DentaQuest and my issues will be resolved. I would also like to thank Lisa Garza, my provider relations representative for helping me resolve the issues of getting our doctors credentialed.... Thank you Lisa very much for always responding quick and keeping me posted and updated on the statuses.*

*Jessica Casarez  
Lower Valley Dental Associates*



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### Web portal enhancement: submit appeals electronically!

We recently completed a system upgrade that allows you to submit appeals via the web portal. Training Webinars are being held monthly. The schedule is located on [www.dentaquest.com](http://www.dentaquest.com) under "training." In addition, please don't hesitate to contact your provider relations representative if you'd like individual training for your office staff.

### Administrative reminders

**Claims submission address:** Please remember that paper claims should be mailed to our Wisconsin address:

TX HHSC Dental Program – Claims  
12121 North Corporate Parkway  
Mequon, WI 53092

Do not send your claims to the local Austin location, as this will delay processing.

**Submitting X-rays:** Please keep in mind that claims submitted with more than four un-mounted X-rays will be returned for mounting. The X-rays should be of diagnostic quality, properly mounted, dated, marked with left and right, and identified with the member's name.





# DentaQuest

Below are the three X-ray submission options:

- Electronically using National Electronic Attachment or the provider web portal
- Mail duplicate X-rays with your ADA form
- Mail original X-rays, your ADA form and a self-addressed stamped envelope. We are unable to return X-rays received without a SASE. They will be scanned and recycled.

## How are we doing?

Our provider relations staff conduct office visits across their region each week. Every month we send surveys to offices that had an in-person visit from their provider rep. We encourage you to complete the survey. Your feedback is important to ensure your participation with DentaQuest is as easy as possible.

## First Dental Home training reminder

The Texas Department of State Health Services recently updated the First Dental Home on-line training module with information on preventive services covered under the program.

The Texas Health Steps training modules are great tools to use as part of your staff orientation and offer free continuing education hours. You can access the modules at [www.txhealthsteps.com](http://www.txhealthsteps.com).



*Thanks for stopping by our booth at the recent Texas Dental Association Meeting! It was great seeing so many familiar faces.*



Provider Relations Representatives David Garcia and Diane Johnston

