



TEXAS ROUNDUP

PROGRAM UPDATES FOR OUR TEXAS DENTISTS
VOL 28 | September 2013



IN THIS ISSUE

Promoting Office Efficiency using the Web Portal

When Should a Member Change their Main Dental Home Assignment?

Provider Spotlight: Dr. Stephen Jessee

New CHIP ID numbers coming Oct. 1, 2013

"We here at Rosa M. Mora D.D.S., P.A. are definitely pleased with the services provided at DentaQuest. Specifically the efforts of Lisa Garza who has always responded promptly, always has an answer to our questions, and if it's not something that she is able to do at that very moment, she definitely gets back to us without fail."

Roxanne, Office Manager
Rosa M. Mora D.D.S., P.A. | Alton

PROMOTING OFFICE EFFICIENCY

Take advantage of our convenient web portal

We know your goal is to maximize patient time and minimize administrative tasks. That's our goal too. Promoting the efficiency of your practice is our top priority. And one of the best ways to maximize your time is to take advantage of our free web portal.

Each week, we take a look at the type of calls we receive from providers. The five most common call types are listed below. Did you know the majority of these call types can be addressed using the portal? See below for instructions.

Call type	Do I need to call the contact center?	How can the web portal help me?
Authorization status check	No	Authorization status is available under the "Claim/Pre-Authorization State Search" feature.
Claim status check	No	Claim status is available under the "Claim/Pre-Authorization State Search" feature.
EOB questions	Maybe	First review the EOB on the portal. If you still have questions, then give us a call.
Verify member eligibility	No	Member eligibility is available under "Member Eligibility Search" feature. Print out the eligibility form and saved it - it serves the same purpose as receiving a reference number from the contact center.
Reporting broken appointments	No	You can only report broken appointments through the portal. Each week, we generate a report that lists those members who missed appointments. We contact them to provide education on the importance of keeping their appointment, and help them reschedule.



DentaQuest[®]

MAIN DENTAL HOME

When Should a Member Change their Assignment?

A member should only switch their Main Dental Home if they want to permanently see a new dentist. Below are a few examples to better understand when a member should or should not change their Main Dental Home assignment.

When to make a change....

- **A new DentaQuest member comes to my office and wants to be seen here on a regular basis:** You should first verify the member's eligibility on the provider portal. If you are not the assigned main dentist, the member's head of household should initiate a change. There are several options available to the member. The member's head of household can:
 - **Complete the fax form:** While the head of household must complete the fax request, you can fax it on their behalf on or before the date of service. Please save a copy of the fax confirmation showing the date and time the fax was sent. It serves the same purpose as receiving a reference number from the contact center.
 - **Call the contact center:** The head of household can call the Medicaid member hotline at 1-800-516-0165 or the CHIP member hotline at 1-800-508-6775 to make the change.
- **My member went to a different location other than the one he is assigned to:** Members may only be seen by their assigned Main Dentist at a different location. If the member insists to be seen at a location where you are not practicing that day, a change must be initiated by the member's head of household.

Reminder: The Main Dental home change must be made prior to services being rendered if the member isn't assigned to you.

When not to make a change....

- **I am out of the office and my member comes in for treatment:** A member may see any credentialed provider at the same brick and mortar office as their assigned provider. Every attempt should be made to ensure the assigned provider is on staff on the day of the appointment; however, if something comes up and another provider needs to render care, no change should be made.
- **My member needs treatment, but I am not practicing at their assigned location on the day they need to be seen:** You may render care to your assigned members at any credentialed location where you practice. A Main Dental home change should not be made.





DentaQuest

- **I need to send my member to another credentialed general or pediatric dentist outside of their assigned brick and mortar location for treatment:** Please complete an Interim Care Transfer form (ICT) and fax to us at 1-888-261-1736 to ensure the other dentist gets reimbursed for services. This form is located on www.dentaquesttexas.com under the “Important Documents” tab.

You *don't* need to follow this process if the referred to provider practices from the same assigned brick and mortar location as you. In addition, ICT forms are not required for referral to oral surgeons, orthodontists, periodontists, endodontists or prosthodontists. We process ICT requests within 24 hours of receipt.

- **I am a general or pediatric dentist and a member has been referred to me for specialty services:** Please call us at 1-800-896-2374 to verify that an ICT form is on file from the Main Dentist. We process ICT requests within 24 hours of receipt.

PROVIDER SPOTLIGHT: Dr. Stephen Jessee

DentaQuest Texas Dental Director Stephen Jessee, DDS, graduated from the University of Texas Dental Branch (today known as the University of Texas School of Dentistry at Houston) in 1975. For the next 16 years, he practiced general dentistry in Houston.

In 1991, Dr. Jessee became an assistant professor at the University of Texas Dental Branch. During his twenty-plus years with the university, he served in several administrative capacities including vice-chair of his department and director of pre-doctoral clinical education. He also served as an educator examiner for the Western Conference of Dental Examiners, one of the regional qualifying license examining entities.



Dr. Jessee has published approximately 20 articles in peer-reviewed dental and medical journals and is a co-author of the web-based continuing education course on *Child Maltreatment, Elder and Spousal Abuse* on Proctor and Gamble’s dental resource website.

In April 2012, Dr. Jessee retired and moved to Austin with his wife Chris. He has two children – his son is an associate professor of government at the University of Texas at Austin and his daughter is an assistant professor of psychology at St. Thomas University in St. Paul, Minnesota.

Important!
CHIP ID numbers changing Oct 1!

On October 1, 2013, CHIP members will receive a new ID number. The new ID will be a **nine-digit numeric** number as opposed to the current alphanumeric ID number. Members will receive a sticker with their new ID number in September to place on their cards over the existing ID number. Please make sure you are verifying eligibility and submitting claims using the new ID number for services provided on or after October 1, 2013.

