



TEXAS ROUNDUP

PROGRAM UPDATES FOR OUR TEXAS DENTISTS
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DentaQuest

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“Thank you for your help anytime we call. Your customer service has been outstanding....Each person we talk to has been pleasant and easy to work with.”

Dr. Joseph A. Harris
Dallas

NEW CHIP ID NUMBERS EFFECTIVE OCTOBER 1

As a result of the TIERS eligibility system updates, CHIP members will now have new ID numbers. This change was necessary to ensure the number is recognized by the system. The new ID is a **nine-digit numeric** number as opposed to the previous alphanumeric ID number. Members received a sticker with their new ID number to place on their cards over the existing ID number. In addition, the new number can be located on the DentaQuest portal by searching eligibility with the member name and date of birth. Please make sure you are verifying eligibility and submitting claims using the new ID number for services provided on or after October 1, 2013.

If you don't use the appropriate CHIP ID number to bill services, the claim will be denied. However, you can resubmit a corrected claim within 95 days from the original date of service or appeal a claim denial older than 95 days from the original date of service using the standard appeals process.

ORTHODONTIA TRANSFER CASE REMINDER

Please remember that the only cases that should be submitted as transfer cases are those members that have been **abandoned** by their dentist. Cases that are being completed by the same provider or same entity are not considered transfers.

Examples that are *not* considered transfers:

1. Dr. Jones treats member at ABC Dental and has now moved to a new location, but wants to continue the member's treatment.

Dr. Jones would need to contact DentaQuest so that we can update the authorization. This is not considered a transfer as the original provider is completing the treatment.





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- Dr. Jones treats member at ABC Dental and has now moved to a new location, but the member wants to remain at ABC Dental.

ABC Dental would need to update the authorization to reflect the new provider that is taking over the treatment. This is not a transfer as the treatment location is not changing.

Helpful Tip

If DentaQuest held the prior approval, you only need to submit the COC form and the ADA claim form.

- COC form is required
- ADA claim form is very helpful for us, but is not considered a required piece of documentation
- If you'd like, you can also include a description of your request in the Notes field to alleviate confusion.

We can see the member's prior ortho history in our system, so we can approve based on what was originally approved and what has already been paid out.

PROVIDER SPOTLIGHT: Dr. Kevin DeLane

Dr. Kevin DeLane is a part-time member of the DentaQuest clinical review team. He grew up in small town Central Texas. His mom was a public school teacher in Pflugerville who always encouraged excellence in academics. Dr. DeLane was an aspiring college basketball player until an injury changed his future plans towards a career in dentistry. Thankfully, his mother's emphasis on the importance of academics provided him a solid footing to pursue this career path.

Dr. DeLane attended the University Health Science Center of San Antonio Dental School where he received his dental degree in 1998. He then enrolled in his orthodontic residency at Virginia Commonwealth University where he graduated in 2000. He moved back to Central Texas and began his practice in orthodontics for both children and adults.



Family has always been an important part of his life and he loves spending time with his wife Cheri and two children, Zachary and Claire. Dr. DeLane and Cheri met while he lived in San Antonio and have been happily married for 17 years. His kids are excited that they are going to get braces soon. And Dad is excited that they will finally quit asking him when they can have braces.

Dr. DeLane has practiced orthodontics in Austin for thirteen years and is excited to move back to his small town roots in Central Texas. He is busy these days with the new practice and kid's activities such as swimming and soccer. When he is not at work or with his family, you'll probably find him on a golf course somewhere.





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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: <https://govservices.dentaquest.com/>

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 the next page 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.

