



TEXAS ROUNDUP

PROGRAM UPDATES FOR OUR TEXAS DENTISTS
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"I would like to sincerely thank DentaQuest for helping with all our questions and concerns. I am very pleased with Linda Ortiz, our Provider Representative, as it is always a great experience when she visits our practice. Linda provides detail information on how to handle and/or follow protocol with the patient change of provider and marketing regulations."

Elias Perlasca, Office Manager
Dental Fun Zone, El Paso

ORTHODONTIA TRANSFER REMINDERS

Extension of Authorization

You may request an authorization extension when there are services remaining but the authorization has expired. Simply contact the call center at 1-800-896-2374 to make a request. An example of this type of request would be if the member had six adjustments left, but only four months remaining on the authorization.

Additional Services

There may be extenuating circumstances that warrant additional treatment. In the event your patient requires additional treatment, you may submit a prior authorization for additional services that may be deemed medically necessary due to the patient's health. Each case will be reviewed individually for medical necessity. To request approval for additional services, please submit the following:

- A prior authorization on a 2006 or greater ADA claim form with the codes being requested
- If you are requesting additional monthly adjustments, code D8670 must be used
- Recent radiographs indicating progress
- Photographs
- Treatment plan
- Continuation of Care form

Completion of Orthodontic Treatment on Approved Transfer Cases

A transfer case is when a provider approved to complete treatment is not the same provider who originated the treatment. Once treatment is completed, a prior authorization is required for debanding and retention (D8680) on transfer cases. The prior authorization for D8680 should only be submitted once treatment is complete. You must submit the following:

- Completed ADA claim form requesting one D8680 @\$697.00
- Post-treatment panorex film
- Photographs
- A signed statement from the treating provider indicating treatment is complete





DentaQuest

- The comment “Transfer” must appear in Box 35 of the ADA claim form or in the optional comments box on the portal

HEALTH PLAN UPDATES

- **Superior HealthPlan** has updated its Medicare benefit filing with CMS for the 2014 calendar year. The comprehensive benefit maximum for the Advantage by Superior plan will change from \$1,500 to \$750 per benefit year effective 1/1/2014.
- **Amerigroup** has updated its Medicare benefit filing with CMS for the 2014 calendar year. The comprehensive benefit maximum for the Amerigroup Specialty plan will change from \$500/quarter to \$425/quarter effective 1/1/2014. The benefit maximum for the Amerigroup Classic plan will remain the same at \$250/quarter.

NEW BUSINESS

We’re pleased to announce that as of January 1, 2014 we will be administering the dental benefits for **Cigna-HealthSpring Texas Medicare Programs**. Please be on the lookout for additional information.

PROVIDER SPOTLIGHT: Dr. Ronald Bolen

Dr Ronald Bolen is a part-time member of our clinical review team. He grew up in San Antonio and attended Oklahoma City University on a basketball scholarship from 1963-1966. He played in two NCAA tournaments including a “Sweet Sixteen” appearance in 1964. He finished his undergraduate work at the University of Texas, El Paso and graduated Cum Laude in math and physics in 1968.

He attended Baylor College of Dentistry, graduating with his doctorate in 1972. He then accepted a post graduate position in the U.S. Army’s general dentistry internship program at Reynold’s Army Hospital, Fort Sill, Oklahoma. After completing the program, Dr. Bolen was stationed at Fort Hood, Texas where he served as oral surgery director for one year followed by one year as the fixed prosthetics officer at D.C #3.

After completing his military service, Dr. Bolen relocated to Austin and entered private practice in 1975. He practiced until late 2011 when he semi-retired and became a dental director for DentaQuest.

Dr. Bolen achieved his Fellowship in the Academy of General Dentistry in 1976 and has been active in organized dentistry serving on the board of directors, as treasurer, and president of the Central Texas Academy of General Dentistry for 20 years. He has also served on the Capital Area Dental Society’s peer review committee.

Dr. Bolen met his wife Susie at Baylor Medical Center. They have three children and five grandchi and recently celebrated their 44th wedding anniversary. They stay busy with their grandkids and er church work, playing golf, traveling and volunteering.

