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Testimonial

It is wonderful to know that we can always depend on a warm and talented person to assist us with our patients and making our relationship with DentaQuest so successful. The portal is easy to use and we always receive our payments on time. We have enjoyed our relationship with DentaQuest and our Provider Rep, Tammy Tschirhart.

Teresa Lore, Office Manager
Plum Creek Dental, Lockhart, TX
Port Aransas, Texas

ICD-10 UPDATE

International Classification of Disease, 10th Revision (ICD-10) is scheduled to be implemented October 1, 2015. International Classification of Disease, 9th Revision, Clinical Modification (ICD-9-CM) diagnosis and surgical procedure codes will no longer be accepted for dates of service on or after October 1, 2015.

Providers can refer to the CMS ICD-10 website for the latest news and resources that help providers prepare for the October 1, 2015 deadline.

PROVIDER UPDATES

Providers can only be listed at a **maximum of FOUR** locations in the directory. We have determined that requests are being received to add every location for a provider, which is not appropriate. A provider should only be listed at the location(s) where he or she actually provides service.

(Cont.)





DentaQuest

We certainly understand that you may have a number of providers that may move from office to office, or fill in occasionally at other offices; however, this should not be the situation with every provider. In an effort to clean up the directory to reflect accurate information and allow your portal to function efficiently, we are reaching out to many of you to get information regarding providers showing as active with your entity. Please remember that when a provider leaves your practice, we should be notified immediately so that we can update the information. Failure to do so results in members being provided inaccurate directory information.

In addition, please be advised that processing of an application submitted asking that a provider be added to every location will be delayed as we will be contacting you to ensure the location information accurately reflects where the provider will be practicing.

Thank you in advance for your cooperation.

PROVIDER INCENTIVE UPDATE

We are currently finalizing the incentive payment for period March 1, 2014 to August 31, 2014. We anticipate payment will be made within the next couple of weeks.

RECREREDENTIALING

Providers must be recredentialed every three years. Please remember that it is important to respond in a timely manner to any requests received for recredentialed. Failure to do so could cause claim denials and possible termination with DentaQuest. Please contact your local provider relations representative if you have questions.

HAPPY THANKSGIVING!

A special greeting at Thanksgiving time to express to you our sincere appreciation for your continued participation with DentaQuest. We are deeply thankful and extend to you our best wishes for a safe, happy and healthy Thanksgiving!

