

# DQ DIGEST COVERKIDS

Fall | 2020 | Volume 4



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## 2021 CoverKids Updates....

There are adjustments to the CDT procedure covered codes and benefit limitations for CoverKids members effective January 1, 2021.

The following CDT Codes will be ADDED to the CoverKids ORM, effective January 1, 2021:

D2928	\$125.55
D3471	\$269.77
D3472	\$269.77
D3473	\$269.77
D6191	\$126.78
D6192	\$126.78
D7961	\$208.91
D7962	\$208.91

The following CDT Codes will be DELETED from the CoverKids ORM, effective January 1, 2021:

D2543	\$208.86
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## Office Reference Manual (ORM) Update

A lot of information has been posted to the secure provider portal under related documents this quarter. Please check this regularly to ensure you have the latest information and ORM.

## Office Email

**All provider communications are now sent to the office email you provided to DentaQuest. If you are not receiving regular emails, please contact your provider partner to update your email address. We want to ensure everyone receives the important communications.**



## DentaQuest is “Going Green”



We are pleased to promote paperless Explanation of Benefits (EOBs). EOBs could be accessed electronically from DentaQuest’s Provider Web Portal for free. Not only is this eco-friendly, but it is also a fast and convenient way to receive and view your office’s EOBs.

DentaQuest also offers Electronic Funds Transfer (EFT). We want to encourage you take advantage of this benefit. Through EFT, payments can be deposited directly into your bank account. With the combination of both EFT and electronic EOBs, you’ll no longer have to wait for the mail to arrive.

## Ongoing COVID-19 Response

DentaQuest remains dedicated to supporting all health professionals who deliver care for our communities. While information on COVID-19 will continue to evolve, we are committed to crisis support and deliver on our mission: ***to improve the oral health of all.***

The DentaQuest Partnership is constantly providing free webinars that will discuss critical topics being faced during the current national situation regarding COVID-19(Coronavirus).

DentaQuest is ensuring everyone has access to resources in this challenging time (via the link below).

[Stay up-to-date on our announcements and free webinars »](#)

## Contact Information

### Provider Service

- CoverKids: 888.291.3766
  - Press 1 Automated Eligibility (via IVR system)
  - Press 2 Benefits, Eligibility and History
  - Press 3 Claims and Payment Options
- Credentialing Hotline: 800.233.1468

### Department Emails

- Electronic Claims Setup and Questions – [ddusa\\_providerrelations@dentaquest.com](mailto:ddusa_providerrelations@dentaquest.com)
- Claims Payment Questions – [denclaims@dentaquest.com](mailto:denclaims@dentaquest.com)
- Eligibility or Benefit Questions – [Dentelig.benefits@dentaquest.com](mailto:Dentelig.benefits@dentaquest.com)

### Utilization Review

- 888.294.9650

### Provider Web Questions

- 888.560.8135
- [www.dentaquest.com](http://www.dentaquest.com)

### Corporate

- Main Corporate: 800.417.7140