

# DQ DIGEST COVERKIDS

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## DENTAQUEST IS “GOING GREEN”

As part of our “Going Green” initiative, we are pleased to announce and 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. If you do not yet have a DentaQuest Web Portal Account, you can create one on <http://www.dentaquest.com/dentists/self-registration-page/>

Once you have your Web Portal Account, you will be able to view and print your EOBs, if needed. You can also verify member eligibility, submit claims and authorizations, verify benefits and much more, all in real-time – 24 hours a day, 7 days a week.

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.

If you’re interested in signing up for EFT or if you have questions regarding electronic EOB’s, please contact your Regional Provider Partner or send us an email at:

[Tennesseeproviders@DentaQuest.com](mailto:Tennesseeproviders@DentaQuest.com)

## 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.



# Important Reminders

- ✓ All emergency services and care are required to be rendered immediately, within the same day. Please refer to the online version of the ORM for detailed information about benefits, guidelines, and limitations.
- ✓ If submitting emergency pre-authorizations and/or emergency referrals, please send via fax in order to be processed on time: 1.262.387.3736.
- ✓ Non-Emergent Referral/Authorization requests should be submitted via fax, standard mail, or electronically using our web portal. Non-Emergent Review & Referral Fax: 1.262.241.7150.
- ✓ Do you need to update your practice information? If so, let us know. Email us your information to: [StandardUpdates@dentaquest.com](mailto:StandardUpdates@dentaquest.com)
- ✓ DentaQuest is excited to announce our new re-credentialing website <http://dentaquest.com/dentists/recredentialing/>. This will allow providers to complete the process paperless by completing their re-credentialing via App Central.
- ✓ The COVID-19 pandemic has magnified the ineffectiveness of paper claim processing and issuing paper checks. Additionally, due to mailroom and personnel restrictions, paper claims/authorizations/checks will result in delays. We are continuing to target to process all claims/authorizations via EDI and issue payment via EFT. To ensure the most expeditious processing of claims and payments, if you have not already done so, please switch to electronic claims submission and electronic payment as soon as possible. Visit your DentaQuest provider portal for additional information. EFT form can be found here <http://www.dentaquest.com/pdfs/forms/eft-form.pdf/>

## 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