

COVERKIDS

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CoverKids Appeal Process Changes

Just a reminder that there was a change in the CoverKids appeals process effective immediately. Both the Member and Provider Appeals processes for CoverKids have changed.



Pre-Service Appeals are handled by Member Medical Appeals and can be filed in any of the following ways:

- Mail: Member Medical Appeals
PO Box 000593
Nashville, TN 37202-0593
- Phone: (800) 878-3192
- Fax: (888) 345-5575

Do not file pre-service appeals to DentaQuest or on the DentaQuest portal. These must be mailed or faxed directly to Member Medical Appeals to be processed correctly for members and you as a provider.



Post-Service Appeals continue to be handled by DentaQuest and can be filed in any of the following ways:

- Mail: DentaQuest Provider Appeals
PO Box 2906
Milwaukee, WI 53201-2906
- Via Provider Web Portal (**recommend/most efficient**)
- Phone: (888) 291-3766
- Fax: (262) 834-3452

The CoverKids Office Reference Manual has been updated and is available for reference on the Provider Portal.



Keep Your Practice Current with DentaQuest

Keeping your contact information updated is essential for ensuring appropriate access to care for our members. DentaQuest is committed to monitor impact on our network dental practices and member's ability to access care. Please notify us immediately if you anticipate or experience any disruption to your practice related to COVID-19 or any other situation.

DentaQuest conducts surveys each quarter to ensure you are providing timely access to appointments and that your demographic information is up to date in our system. Remember, most up-to-date information is important to us, but more significantly it impacts our members. Providers are responsible for contacting DentaQuest to report any changes in their practice. It is essential that DentaQuest maintains an accurate provider database in order to ensure proper payment of claims, to comply with provider information reporting requirements mandated by governmental and regulatory authorities, and to provide the most up-to-date information on provider choices to our members.

Any limitations to or changes in daily operations, including scheduling and available services; and the extent to which the office may be available for services, should be reported to DentaQuest immediately. Optimum patient care, especially during periods of crisis, requires accurate and prompt communication from our partners. Any changes should be reported to DentaQuest by completing our Provider Update Form and sending by fax to 262-241-4077 or via e-mail to Standardupdates@DentaQuest.com

DentaQuest Provider Portal



DentaQuest is committed to helping you improve the oral health of your patients; we also respect the contributions of our providers. By providing you with advanced technological tools, we eliminate the administrative burden associated with participating in government-sponsored programs. Beyond representing an act of public service in your community, we want your participation in our network to represent a sound business decision.

We strongly encourage you to register on the DentaQuest Provider Web Portal.

<http://www.dentaquest.com/dentists/self-registration-page/>

The Provider Portal gives you free, real-time access to many resources. Our portal lets you:

- Access our Office Reference Manual (ORM)
- Access your Panel Roster
- Verify member eligibility and service history
- Submit dental claims and authorizations
- Upload necessary documentation
- View Explanation of Benefits (EOBs)
- View up-to-date payment information
- Review claims status

- Check benefits message DentaQuest through secure messaging

Ongoing Covid 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
- Claims Payment Questions – denclaims@dentaquest.com
- Eligibility or Benefit Questions – Dentelig.benefits@dentaquest.com

Utilization Review

- 888.294.9650

Provider Web Questions

- 888.560.8135
- www.dentaquest.com

Corporate

- Main Corporate: 800.417.7140