

DQ DIGEST COVERKIDS

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ONGOING COVID-19 RESPONSE....

DentaQuest remains dedicated to supporting the health and oral health professional who are relied upon by our communities. While information on COVID-19, also known as coronavirus, and its spread will continue to evolve, we will provide crisis support and deliver on our mission: to improve the oral health of all.

To that end, we want to ensure everyone has access to certain resources in this challenging time. Stay informed and visit our dedicated web page at: <http://www.dentaquest.com/covid19/>

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

Visit this [link](#) for a list of upcoming webinar and previous recordings.

You can also subscribe to DentaQuest Partnership news and updates delivered to your inbox by visiting this link: [Subscribe to our newsletter](#)

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”



As part of our “Going Green” initiative, we are pleased to announce and promote paperless Explanation of Benefits (EOBs). EOBs can be accessed electronically from DentaQuest 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. You may also contact our Customer Service department at 1-888-683-6725.

Dental Home

Dental Home is designed to increase preventative access for patients’ ages 0-19 (up to age 19), enhance relationships between members and providers, improve continuity of care, and facilitate better oral health.

Members are assigned to providers based on where they were last seen or to the closest provider accepting new patients.

Members are notified of their assigned Dental Home and educated on the program by mail.

Although member assignment is intended to encourage members to use their dental home, they may go to any participating provider. Likewise, you may treat any eligible member and be paid for covered benefits

A list of the members assigned to your office will be available on the Provider Web Portal using the “Panel Roster” link under the “Patient” menu on the left hand side.

Contact Information

Provider Service

- CoverKids: 888.683.6725
 - 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