

DQ DIGEST COVERKIDS

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Provider Performance Review (coming soon)....

DentaQuest is excited to announce Provider Performance Review to CoverKids Providers. Providers will be ranked according to their overall performance and placed in quadrants based on performance index and preventive services delivery. If provider goals are achieved then incentives will be calculated and distributed based on providers' PPR and PCDH performance, with an emphasis on the use of preventative care and access rates.

Patient - Centered Dental Home Training (MANDATORY!!)

TennCare requires all providers to attend the Patient Centered Dental Home (PCDH) which is a **mandatory** annual training designed for offices to be familiar with the performance measurements in preventive care. It is important for you to be aware of these areas of focus so your office can be eligible for any potential bonuses from DentaQuest.

You can attend one of these trainings as invites are sent via eblast **OR** you can access the training online at this link: [TN State Dental Plans | Medicare Medicaid CHIP Dental Insurance - DentaQuest](#)

Once you have completed the training make sure you complete the [attestation](#) to document your attendance.

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.

We are ensuring everyone has access to resources in this challenging time.

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

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 – Denelig.benefits@dentaquest.com

Utilization Review

- 888.294.9650

Provider Web Questions

- 888.560.8135
- www.dentaquest.com

Corporate

- Main Corporate: 800.417.7140