

DQ DIGEST COVERKIDS

Winter | 2020 | Volume 1



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Stay up to date on the latest news and information related to COVID-19 in oral and vision care.

DentaQuest.com/COVID19

The DentaQuest website includes information on: [Urgent & Emergency Care Access](#), [Teledentistry](#), [Continuing Education](#), [Service & Support](#), a patient/member hotline, as well as industry resources. Updates are being made frequently as information continues to evolve.

Please also extend our thanks to your teams for your continued partnership. We appreciate everything you do to deliver world class oral health care and a differentiated experience in furtherance of our mission to improve the oral health of all.

Do not hesitate to contact us if we can be of any assistance.

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 could 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.

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 800.233.1468

Hotline:

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