

DQ DIGEST TENNCARE

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IN YOUR CLINICAL CORNER....

Dr. Katrina Eagilen – Introduction

I considerate it an honor and privilege to serve as the DentaQuest Lead Dental Director for the State of Tennessee. My main priority is the continuous improvement of the oral health and safety of TennCare Patients. Despite the challenges of Covid-19, this is an exciting time with so much on the horizon for our company, our state, and our patients. My goals are to improve oral health in a way that impacts the largest number of people and to reduce oral health disparities through patient centered, patient driven care that leads to improved oral health outcomes. But these objectives cannot be achieved without the commitment and partnership of you, our providers who work tirelessly to serve and care for our member patients. As our programs grow, change, and evolve they will be reflective of ideas and concerns not only from the government, but from the providers as well. My pledge to you is to assist you in providing optimal oral health for the patients that we serve.

My background in Pediatric Dentistry, Private Practice, Clinic Administration and Public Health Dentistry uniquely qualify me to lend my support to strengthen and improve our provider network while simultaneously improving oral health outcomes in our patients. I received my Dental training at the University of California San Francisco (UCSF) School of Dentistry followed by additional training in Pediatric Dentistry at the University of Southern California (USC) and Children's Hospital of Los Angeles. I completed a Bi-Cultural/Bi-Lingual Fellowship at the University of California at Los Angeles (UCLA) School of Medicine and a second Fellowship at the University of California at San Diego (UCSD) School of Medicine in Addressing the Oral Health Needs of the Underserved.

I began my professional journey in academia with the launch of a new General Practice Residency (GPR) Program at the UCLA /Martin Luther King Jr. Hospital in Los Angeles as the Program Coordinator. The program received full accreditation during its maiden year. I later opened my Pediatric Private Practice in Inglewood, CA, an underserved community, located near the Great Western Forum and the Sofi Stadium. After 12 years of private practice I moved into organizational and clinic administration, serving as the Executive Director for a local Dental Society and administering urban and rural Public Health Dental Clinics for the County of Los Angeles Department of Health Services.

I have held academic appointments at the University of California Los Angeles/ Charles Drew University of Medicine and Science, University of Southern California School of Dentistry, and the University of California at San Diego School of Medicine. I also served as the Dental Representative on the Medicaid Children's Health Program Advisory Committee to the California Department of Health Care Services.

In addition to practicing and health care administration, I have always maintained my involvement in mentoring aspiring dentists with a vision for serving the underserved. I designed and administered an Oral Health Pipeline Program for Underserved University Students w/ a 71% Dental School acceptance rate. I currently have 2 Mentees in Dental School in Nashville and 1 in Boston. In my new role as Tennessee Dental Director it is my desire to bring my skills and experiences to be involved as an active and contributing member of the Oral Health Community of Tennessee in multiple roles and facets from health care administration to mission/community outreach.

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.

DentaQuest Policy-Anesthesiologists....

DentaQuest requires that all providers, employees or agents rendering services to Enrollees shall be appropriately licensed to render such services as required by State or Federal Law or regulatory agencies, and such licenses shall be maintained in good standing. DentaQuest also requires providers maintain current credentialing with DentaQuest and a valid current Medicaid ID with the Division of TennCare.

Participating practices that wish to employ specialists including anesthesiologists the entity and each employee must meet all contract, licensure, state board of dentistry, rule 0460-02-07 and other applicable criteria to apply for network participation.

DentaQuest will require all services to be provided by contracted licensed employees for the participating locations pursuant to the TN TennCare EPSDT provider agreement "*section 11.02. Provider shall not enter into any subsequent agreements, contracts or subcontracts for any of the work contemplated under the agreement without prior written approval of DentaQuest and TennCare.*"

TN Board of Dentistry Rules – Direct Supervision (Sedation) dental.health@tn.gov

Rule 0460-02-.07(6)(a)

4. A dentist who utilizes a Certified Registered Nurse Anesthetist (CRNA) to administer conscious sedation must have a valid comprehensive conscious sedation permit.

Rule 0460-02-.07(7)(a)

3. A dentist who utilizes a Certified Registered Nurse Anesthetist (CRNA) to administer deep sedation/general anesthesia must have a valid deep sedation/general anesthesia permit.

Contact Information

Provider Service

- TennCare: 855.418.1623
 - 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 – dencclaims@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