



# TEXAS ROUNDUP

## Program Updates for Texas Dentists

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DentaQuest®

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### Reminder: Access and Availability Standards

DentaQuest Dentists are expected to meet minimum standards with regards to appointment availability. Dental appointments are to be made during normal business hours and within a reasonable time from the date of the Member's request. Appointment Standards are:

- Preventive – 14 calendar days
- Therapeutic/diagnostic- 14 calendar days
- Urgent- 24 hours

Surveys are performed quarterly to ensure standards are being met. If you receive a call, please remember that you are required to complete the survey.

### Reminder: Caries Risk Assessment Claim Submission Requirements

The entire claim submission will deny when a caries risk assessment procedure code (D0601, D0602 or D0603) is not submitted on the same date of service and same claim submission, as the dental examination procedure code (D0120, D0145, and D0150). The member's dental condition(s) that justifies the risk assessment classification submitted with the claim must be maintained by the provider in the member's dental record and be clearly documented using a caries risk assessment tool or in a narrative charting addressing clinical and biological factors or based on a professionally recognized assessment tool. Dentists have the flexibility, using his or her professional



judgment, to utilize the caries risk assessment tools with which the dentist is most comfortable. Any denial due to missing caries risk assessment code should be resubmitted with appropriate code within **95 days** from the original date of service. Please **do not** submit as an appeal unless the claim is no longer timely.

## Provider Network & Directory Audit

DentaQuest would like to remind all providers that provider directory information must be updated when a change in your office is made. This includes, but is not limited to the following information:

- Provider joins/leaves practice
- Telephone and/or fax number
- Office hours
- Ages treated
- Languages spoken
- Handicap accessible (yes/no)
- Plan participation
- Accepting new patients' status

Failure to provide current information can result in termination from the DentaQuest network. If you have any questions regarding directory updates, please call your local Provider Relations Representative.

## Reminder – Interim Care Transfer (ICT)

### Referrals from a Main Dentist to another General Dentist or Pediatric Dentist for Interim Care

This process is to be utilized when a Main Dentist Dental Home Provider (Main Dentist) determines that it is necessary for another Main Dentist (general or pediatric dentist) to provide interim care to a Member; yet the Main Dentist assignment should be maintained. Interim Care Transfers (ICTs) can be submitted via the DentaQuest Provider Portal. Each registered user has the capability to submit and view Internal Care Transfers (ICTs) on the portal.

## Texas Provider Marketing Guidelines

As part of its core mission, DentaQuest is deeply engaged in all of the Texas communities in which they serve, with a particular focus on the most underserved and neediest populations. As part of this community engagement, DentaQuest continually monitors developments that may impact the delivery of dental care to those who need it most.

As part of your agreement with DentaQuest to provide care for its members, you must comply with state and federal laws, rules and regulations governing marketing, as well as the Health and Human Services Commission's (HHSC) marketing policies and procedures, including their Uniform Managed Care Manual. Included in these rules are restrictions prohibiting providers from offering cash, gifts or other items to Medicaid members to influence their health care decisions, either directly or through a third party. This includes hiring individuals and marketing firms to solicit Medicaid eligible children.

Any violations of this policy will result in termination from the DentaQuest network and may also result in Federal and state civil and criminal penalties. DentaQuest takes violations of its policies and procedures seriously, especially when children and other vulnerable individuals are impacted. DentaQuest investigates all reported allegations and



takes appropriate action on all provider behavior that is inconsistent with policies and procedures regarding the solicitation of members.

For additional information, please refer to the Office of Inspector General (OIG) website [OIG expands illegal dental solicitation education effort | Inspector General \(texas.gov\)](https://oig.texas.gov)

**Important Reminders**

<p><b>Provider Resource Documents</b></p>	<p>The following documents are listed on the Provider Resources tab on the Texas Provider microsite.</p> <ul style="list-style-type: none"> <li>• Office Reference Manuals (ORM) • Provider Training Schedule • Quarterly Newsletters</li> </ul> <p><a href="https://dentaquest.com/texas/providers/provider-resources">https://dentaquest.com/texas/providers/provider-resources</a></p>
<p><b>DentaQuest Holiday Closures</b></p>	<p>In observance of the Thanksgiving, Christmas, and New Year holidays, DentaQuest will be closed for the following days:</p> <ul style="list-style-type: none"> <li>• Thursday, November 28 • Friday, November 29</li> <li>• Wednesday, December 25 • Wednesday, January 1</li> </ul>
<p><b>Contact Your Regional Provider Partner</b></p>	<p>To locate the Provider Partner for your region, visit <a href="https://dentaquest.com/texas/providers/provider-resources/provider-relations-contacts">https://dentaquest.com/texas/providers/provider-resources/provider-relations-contacts</a></p>

