



# TEXAS ROUNDUP

## Program Updates for Texas Dentists

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DentaQuest<sup>®</sup>

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### Electronic Explanation of Benefits Update

Effective 3/1/2023 full EOBs will no longer be mailed. In lieu of the full EOB, a summary page will be attached to the check. The full EOB can be accessed electronically from DentaQuest's Provider Portal. If you have not done so, please use the listed website address to create an account on the Provider Web Portal. Not only are you able to view and print your EOBs from the Provider Web Portal, you're also able to verify member's eligibility, submit claims and authorizations, verify benefits and much more, all in real-time 24 hours a day, seven days a week.

<https://provideraccess.dentaquest.com>

DentaQuest also offers Electronic Funds Transfer (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, have questions regarding electronic EOB's or need training on the portal, please contact your local Provider Partner via email or phone.



## Sealant (D1351) Benefit Update

Effective 3/1/2023 review will no longer be required for D1351 posterior teeth #2-5, 12-15, 18-21, 28-31 for members that are 15 and 16 years of age. Please refer to the Office Reference Manual (ORM) for all benefit details. The ORM can be accessed on the TX Provider website <https://dentaquest.com/texas/providers/provider-resources>.

## 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

If you have any questions regarding directory updates, please call your local Provider Partner.

## Reminder: Retro Eligibility Recoupments

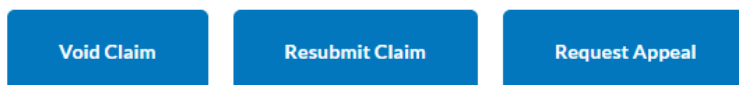
As a reminder, funds will be recouped from paid claims with dates of service on or after January 1, 2019 where the member's eligibility has been retro-actively terminated. All decisions with regards to payment are subject to appeal. You may appeal our handling of payment by submitting a written request for review to HHSC. If you have any questions or need assistance, please contact your local Provider Partner Representative.

## Newly Added Feature to the Provider Web Portal

DentaQuest is excited to announce an added feature to the interactive provider portal. Each registered user will have the capability to resubmit a finalized claim or authorization on the portal. This newly added feature will help simplify the initiations of resubmissions.

The Claim Detail and Pre Auth-Detail screens on the portal now displays the following:

### Claim Resubmission:





### **Authorization Resubmission:**

Start a Claim

Resubmit Authorization & Estimate

Request Appeal

Upon selection of “Resubmit Claim” Or “Resubmit Authorization & Estimate”, the user will be redirected to the Claim Entry or Authorization & Estimate Entry screen where the details of the submission will display. The user can then modify the details of the submission, add documentation, and submit. Please note the resubmit options will create a new entry and a new claim or authorization number will be assigned to the resubmission. If you are unsure of when to appeal or resubmit, please contact your local Provider Partner with any questions.

## **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.

## **Texas Provider Marketing & Solicitation 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. Dentaquest has observed a recent surge in advertisements like **Exhibit A** that is being distributed in the Dallas Metro area.

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 \(texas.gov\)](#)

### **EXHIBIT A**



## 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>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>