



Care1st/WellCare Plan Announcement

<Date>

Dear Provider(s):

DentaQuest is pleased to announce our partnership with Care1st's AHCCCS Medicaid Dental Program and WellCare's Liberty and Value Medicare products. Care1st will transition administration of the AHCCCS dental benefit to DentaQuest on October 1, 2019 in the following counties – Maricopa, Gila, Pinal, Mohave, Yavapai, Coconino, Navajo and Apache.

WellCare's Liberty and Value Medicare products will transition on January 1, 2020 in the following counties – Liberty product is in Apache, Coconino, Gila, Maricopa, Mohave, Navajo, Pinal and Yavapai and the Value product is in Maricopa, Pinal, Pima and Yavapai.

Benefits for Care1st and WellCare Plans will be available in our DentaQuest Office Reference Manual (ORM) on the DentaQuest Web Portal, or at our Website at www.dentaquest.com/state-plans/regions/arizona/az-dentist-page/.

The following are the Care1st and WellCare networks:

Care1st Medicaid Networks:

- AZ Care1st CC Adult
- AZ Care1st CC Child
- AZ Care1st CC CRS
- AZ Care1st CC Transplant

WellCare Medicare

- Liberty
- Value

DentaQuest

DentaQuest will provide the following functions for Care1st and WellCare as of the effective dates outlined above:

- Prior Authorization/Utilization Management
- Claims adjudication and payment
DentaQuest of AZ LLC
PO Box 2906
Milwaukee, WI 53021-2906
Payor ID CX014
- Provider Credentialing – 800-233-1468
- Provider Customer Service - 800-440-3408
- Member Customer Service – 855-453-5283



Advantica, Care1st & WellCare

Advantica will continue to provide customer service for questions regarding prior authorization, and claims payment or covered services for dates of service prior to October 1, 2019;

- Advantica Dental Prior Auth and Claims: 800-429-0495.

Care1st & WellCare will continue to provide assistance with any contract or credentialing questions prior to October 1, 2019:

- Care1st and WellCare Network Management: 602-778-1800 (Options in order: 5, 7)

You do not need to sign or return any documents to our office for this change to be effective. You will be receiving an amendment to your contract with a copy of the applicable fees. **If you do not wish to participate in these programs, please contact your Provider Partner no later than 30 days from the date of the amendment you will receive.**

If you have questions, please contact your DentaQuest Provider Partner listed below. Thank you for your continued support in working with us to provide quality dental care and keep Arizona smiling.

Sue Harrison
Provider Partner
520.392.8199 (Pima and Southern
Counties)

Teenah Curtin
Provider Partner
480.356.8583 (Maricopa & Northern
Counties)