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## Frequently Asked Questions

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**Is April 1, 2020 still the effective date for DentaQuest administration of Ohio Medicaid dental benefits program?**

The effective date of DentaQuest administering Ohio Medicaid dental benefits has been moved to May 1, 2020. Please continue to follow all CareSource processes for Ohio Medicaid until May 1, 2020.

**What is the notification I received from DentaQuest?**

Effective May 1, 2020, DentaQuest will begin administering the Ohio Medicaid dental benefits program on behalf of CareSource in your service area.

**What is the impact of this change?**

As a result of this change, dental claims for CareSource Ohio Medicaid members need to be submitted to DentaQuest for dates of service beginning May 1, 2020. All other program services related to dental will be administered by DentaQuest beginning May 1, 2020.

**What services are being covered by DentaQuest?**

DentaQuest will cover the standard Ohio Medicaid benefits as well as some enhanced benefits. Please refer to the Office Reference Manual at <http://www.dentaquest.com/state-plans/regions/ohio/dentist-page/> or on the DentaQuest provider portal (related documents folder) for details on enhanced benefits for CareSource members.

**When will the Office Reference Manual be available on the website and provider portal?**

The Office Reference Manual will be available by May 1, 2020, or sooner.

**Where can I find a copy of the CareSource Training presentation?**

You will find a pdf copy of the CareSource Training at the below site:  
<http://www.dentaquest.com/state-plans/regions/ohio/dentist-page/>

**Will DentaQuest use the same clinical criteria as CareSource (e.g., multiple surface restorations and composite vs. amalgam fillings)?**

There may be some differences. DentaQuest will apply similar criteria as we currently use for other Ohio Medicaid plans, which will help to standardize criteria between various plans.

**Will previously approved prior authorizations be honored? If so, for how long will they be honored?**

Previously approved prior authorizations will be honored for 180 days from the date of approval. CareSource and DentaQuest are sharing open authorization data to eliminate any disruption. If in any case an authorization that was previously approved by CareSource is not recognized by DentaQuest, please include a copy of the approval from CareSource and it will be reviewed accordingly.

**How do I receive prior authorization for services?**

Please refer to the Office Reference Manual to determine if prior authorization is required for the services being requested. To request prior authorization, submit with supporting clinical information regarding the member's condition to DentaQuest by one of the following methods:

1. Send the prior authorization through your clearinghouse to DentaQuest at **Payor ID CX014**
2. Enter the prior authorization on DentaQuest's Provider Web Portal at <https://govservices.dentaquest.com/>
3. Fax the request to 262-241-7150

For expedited requests where the patient's condition warrants immediate care (appointment scheduled immediately), please mark urgent or expedited on the prior authorization form in the notes section.

**How do I find out about claim administration and appeals processes?**

Please refer to the Office Reference Manual at <http://www.dentaquest.com/state-plans/regions/ohio/dentist-page/> or on the DentaQuest provider portal (related documents folder) for details on claims administration and appeals. Also note that denial letters will include detailed information on filing an appeal.

**How do I join the DentaQuest network?**

Please visit <http://www.dentaquest.com/state-plans/regions/ohio/dentist-page/> to complete an online credentialing application or call 855.873.1283 or email [NetworkDevelopment@dentaquest.com](mailto:NetworkDevelopment@dentaquest.com).

**If I contract with DentaQuest, will I be required to accept other health plans in Ohio?**

No, if you do not wish to participate in other plans, please indicate your preference upon execution of your contract with DentaQuest.

**I have already signed a contract with DentaQuest, what is my status?**

If you have already signed a contract with DentaQuest and need to know the status of your credentialing, please contact DentaQuest Credentialing at 800.233.1468.

**What if I am already a provider with DentaQuest? Do I have to sign a new contract?**

No. Please contact DentaQuest Provider Partners at [OHProviderEngagement@DentaQuest.com](mailto:OHProviderEngagement@DentaQuest.com) to verify your panel participation. Please note, you must have an Ohio Medicaid number to service Ohio Medicaid members.

**What happens if I do not enter into an agreement with DentaQuest?**

If you do not enter into an agreement with DentaQuest, you will be considered out-of-network for all dental services. DentaQuest will allow payment to out-of-network providers for 90 days so that you may complete any treatment that has already started. After 90 days, out-of-network benefits will only be covered if a prior auth is approved due to a member's specific clinical need or due to lack of availability of a specific type of provider near the member.

**What are the fees for out-of-network providers?**

Please contact DentaQuest Provider Partners at [OHProviderEngagement@DentaQuest.com](mailto:OHProviderEngagement@DentaQuest.com) for an out-of-network fee schedule.

**Where do I submit claims for MyCare Ohio, Marketplace and Advantage Plan(s)?**

There is no change in administration for these plans at this time and all claims should be submitted as you normally would to CareSource.

**If you have any questions regarding this program or participation in DentaQuest's network, please call DentaQuest at 855.398.8411 or email to [OHProviderEngagement@DentaQuest.com](mailto:OHProviderEngagement@DentaQuest.com)**

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