

# DQ DIGEST COVERKIDS

Fall | 2021 | Volume 4



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## 2022 CoverKids Updates....

There are adjustments to the CDT procedure covered codes and benefit limitations for CoverKids members effective January 1, 2022.

The following CDT Codes will be ADDED to the CoverKids ORM, effective January 1, 2022:

D4322	\$263.22
D4323	\$149.17
D5227	\$535.23
D5228	\$540.10
D5725	\$268.10
D5765	\$222.28

The following CDT Codes will be DELETED from the CoverKids ORM, effective January 1, 2022:

D4321	\$149.17
D8050	\$1,125.04
D8060	\$1,257.62

## Office Reference Manual (ORM) Update

Resources have been posted to the secure provider portal under related documents this quarter. Please check this regularly to ensure you have the latest information and ORM.

## Office Email

**All provider communications are now sent to the office email you provided to DentaQuest. If you are not receiving regular emails, please contact your provider partner to update your email address. We want to ensure everyone receives important communications.**



# QUALITY IMPROVEMENT PROGRAM

Because DentaQuest wants to always provide the very best services, we have a Quality Improvement Program that measures how well we are doing. We use it to look closely at all providers ensuring that the best dental care is provided for enrollees. DentaQuest looks at the Quality Improvement Program every year and makes changes in how we provide services to keep making them better. For a copy of our Annual Quality Improvement Program, call DentaQuest at 1-888-291-3766.

## 2020 MEMBER SATISFACTION SURVEY RESULTS

Each year DentaQuest calls Coverkids<sup>SM</sup> members to ask how happy they are with their dental care and dental plan. We will continue working with members and dentists to improve satisfaction.

The results from the 2020 survey among those having a dental visit in the last 12 months are:

Overall, how happy are you with your dentist?

99% — Very Satisfied

Overall, how satisfied are you with the dental care that you received in the past 12 months?

99% — Very Satisfied

In general, how would you rate the overall condition of your teeth and gums today?

95% — Very Good or Good

Have you had an improvement in your teeth and gums over the last 12 months?

71% — Yes

## 2020 PROVIDER SATISFACTION SURVEY RESULTS

The annual provider satisfaction survey was completed during 2020. DentaQuest received high ratings from most providers.

- 92% of providers are very or somewhat satisfied with DentaQuest.
- 96% indicated that they or probably will continue to be a provider for DentaQuest.
- 87% agree that DentaQuest is an innovator and leader in improving the oral health of its members.
- 93% indicated that DentaQuest is better than most Medicaid dental benefit programs.

- 15% indicated that they have experienced a problem with DentaQuest and, of those,
- 85% indicated that DentaQuest was able to resolve all or some of the problems in a satisfactory manner.

## THE FALSE CLAIMS ACT

(31 U.S.C. §§ 3729–3733, also called the “Lincoln Law”) is an American federal law that imposes liability on persons and companies (typically federal contractors) who defraud governmental programs. It is the federal Government’s primary litigation tool in combating fraud against the Government. For more information visit:

[www.justice.gov/sites/default/files/civil/legacy/2011/04/22/C-FRAUDS\\_FCA\\_Primer.pdf](http://www.justice.gov/sites/default/files/civil/legacy/2011/04/22/C-FRAUDS_FCA_Primer.pdf)

## TENNESSEE MEDICAID FALSE CLAIMS ACT

Any person who knowingly presents, or causes to be presented:

- A false or fraudulent claim for payment or approval under the Medicaid program
- A false record or statement material to false or fraudulent claim under the Medicaid program
- A false record or statement material to an obligation to pay or transmit money, or property to the state, or knowingly conceals, or knowingly and improperly, avoids, or decreases an obligation to pay or transmit money or property to the state, relative to the Medicaid program or conspires to commit a violation listed above

Is liable to the state for a civil penalty of not less than five thousand dollars (\$5,000) and not more than twenty-fivethousand dollars (\$25,000) ...plus three (3) times the amount of damages which the state sustains because of the act of that person. See: **T.C.A. 71-5-182, 183.**

## Contact Information

### Provider Service

- CoverKids: 888.291.3766
  - Press 1 Automated Eligibility (via IVR system)
  - Press 2 Benefits, Eligibility and History
  - Press 3 Claims and Payment Options
- Credentialing  
800.233.1468

Hotline:

### Department Emails

- Electronic Claims Setup and Questions – [ddusa\\_providerrelations@dentaquest.com](mailto:ddusa_providerrelations@dentaquest.com)
- Claims Payment Questions – [denclaims@dentaquest.com](mailto:denclaims@dentaquest.com)
- Eligibility or Benefit Questions – [Dentelig.benefits@dentaquest.com](mailto:Dentelig.benefits@dentaquest.com)

### Utilization Review

- 888.294.9650

### Provider Web Questions

- 888.560.8135
- [www.dentaquest.com](http://www.dentaquest.com)

### Corporate

- Main Corporate: 800.417.7140