

DQ DIGEST COVERKIDS

Winter | 2021 | Volume 1



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CoverKids...

Appeals



COVERKIDS APPEALS PROCESS

Starting 1/1/2021, the CoverKids Appeals process was updated to mirror the TennCare Appeals process. However, after a meeting with the state earlier this month we have been notified that effective immediately, the CoverKids appeals process has been reverted back to what was in place in 2020.

Sometime between April and June 2021, TennCare will let us know when we can officially implement the CoverKids Appeals Process that will mirror the TennCare process. At that time, we will send out a notice to you.

Important Note: The CoverKids Provider ORM and CoverKids Member Handbook will remain as is, meaning that the included language will reference that TennCare is primary for appeals for CoverKids. However, TennCare will forward us any appeals that are sent to them and DentaQuest will be primary. Providers do not need to do anything. They can either send appeals directly to DentaQuest or to TennCare. Either way they will be handled accordingly.

Ongoing Covid Response

DentaQuest remains dedicated to supporting all health professionals who deliver care for our communities. While information on COVID-19 will continue to evolve, we are committed to crisis support and deliver on our mission: **to improve the oral health of all.**

The DentaQuest Partnership is constantly providing free webinars that will discuss critical topics being faced during the current national situation regarding COVID-19(Coronavirus).

DentaQuest is ensuring everyone has access to resources in this challenging time (via the link below).

[Stay up-to-date on our announcements and free webinars »](#)

Appointment Availability Standards

It is no surprise to anyone that the pandemic in 2020 has affected dental care for all Americans. However, according to many recent studies Children were one of the largest populations to be impacted. This was due to a variety of reasons including parental hesitancy, inability for school-based care events to take place, household income insecurity, and the closure of dental practices excluding emergent services.

DentaQuest would like to thank you for continuing to see and service these CoverKids members in your community while continuing to meet our appointment and availability standards.

Routine Appointments – 21 days
Appointment Wait Times – 45 minutes
Urgent Appointments – 48 hours
Emergency Appointments – 24 hours

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 the important communications.



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 Hotline: 800.233.1468

Department Emails

- Electronic Claims Setup and Questions – ddusa_providerrelations@dentaquest.com
- Claims Payment Questions – denclaims@dentaquest.com
- Eligibility or Benefit Questions – Dentelig.benefits@dentaquest.com

Utilization Review

- 888.294.9650

Provider Web Questions

- 888.560.8135
- www.dentaquest.com

Corporate

- Main Corporate: 800.417.7140