



TEXAS ROUNDUP

Program Updates for Texas Dentists

DentaQuest[®]

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Reminder: Risk Caries Assessment Code Submission Requirements

The entire claim submission will be denied if a caries risk assessment procedure code (D0601, D0602 or D0603) is not submitted on the same date of service and same claim submission as the dental examination procedure code (D0120, D0145, and D0150).

The member's dental condition(s) that justifies the risk assessment classification submitted with the claim must be maintained by the provider in the member's dental record and be clearly documented using a caries risk assessment tool or in a narrative charting addressing clinical and biological factors or based on a professionally recognized assessment tool.

Dentists have the flexibility, using his or her professional judgment, to utilize the caries risk assessment tools with which the dentist is most comfortable.

Reminder: Interim Care Transfer (ICT)

Referrals from a Main Dentist to General Dentist/Pediatric Dentist for Interim Care.

This process is to be utilized when a Main Dentist Dental Home Provider (Main Dentist) determines that it is necessary for another Main Dentist (general or pediatric dentist) to provide interim care to a member; yet the Main Dentist assignment should be maintained.

Keys to remember regrading ICTs:

- ICT's are location specific - Member be seen by anyone in that location.
- ICT's are for general and pediatric dentists only, not specialists.
- ICTs can be used for multiple visits; ICTs are valid through the provided expiration date.
- ICTs are valid for up to 270 days after approval.
- ICT's are not required when the member will be seen or referred to another at the same brick and mortar where the member is assigned.
- ICT's can only be submitted via the portal; fax ICT's will not be accepted.
- Main Dentist completes the Interim Care Transfer on the portal (www.provideraccess.dentaquest.com).



Reminder: Electronic Explanation of Benefits (EOBs)

As part of our Go Green initiative we are pleased to announce paperless Explanation of Benefits (EOBs). Full EOBs are no longer 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. Not only is this eco-friendly, but it is a fast and convenient way to receive and view your EOBs. If you have not done so, please use the listed website address to create an account on the Provider Web Portal. The provider web portal offers a convenient and efficient way to view and print your EOBs as well as 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.

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

Failure to provide current information can result in termination from the DentaQuest network. If you have any questions regarding directory updates, please call your local Provider Relations Representative.

Public Health Emergency (PHE) Ended

In response to the COVID-19 pandemic, the federal government declared a public health emergency (PHE); which allowed Medicaid recipients to have continuous coverage. The continuous coverage ended on May 11, 2023. Coverage will end for Medicaid recipients that fails to respond to the renewal notices or submits requested information to HHSC.

Important Reminders

<p>Provider Resource Documents</p>	<p>The following documents are listed on the Provider Resources tab on the Texas Provider microsite.</p> <ul style="list-style-type: none"> • Office Reference Manuals (ORM) • Provider Training Schedule • Quarterly Newsletters <p>https://dentaquest.com/texas/providers/provider-resources</p>
<p>Contact Your Regional Provider Partner</p>	<p>To locate the Provider Partner for your region, visit</p> <p>https://dentaquest.com/texas/providers/provider-resources/provider-relations-contacts</p>
<p>DentaQuest Holiday Closures</p>	<p>In honor of Memorial Day and Juneteenth, DentaQuest will be closed for the following days:</p> <ul style="list-style-type: none"> • Monday, May 27 • Wednesday, June 19