

TWO IMPORTANT — AND POSITIVE — UPDATES

During recent provider meetings, our client teams received valuable feedback that helped us identify two payment-related issues. We've solved those issues and want to briefly share the details and how you will benefit.



Issue #1: Code D3220, pulpotomies. These claims were being denied because they didn't include an x-ray.



Solution: DentaQuest has reprocessed all claims back to January 1, 2021, and you will be compensated accordingly. **Further, we have modified the criteria to ensure that an x-ray is no longer required.**



Issue #2: Code D2140 – D2335, multi-surface restoration payment amounts are different from the original amounts you submitted.



Solution: DentaQuest is reprocessing all impacted claims back to January 1, 2021. Providers will receive additional compensation for patients and claims that were affected, which will be reflected in updated EOBs. **The claims system has been updated to process future submissions without issue.**

- For clean claims previously processed, we may adjust some of the service line payments on your claims with these codes.
- Please review your EOBS carefully as they will show if we are recouping a payment (example one surface) and then reimbursing for same patient/same date of service (DOS) (example two surface). The financial impact of this reprocessing will be positive.
- We anticipate the reprocessing will be completed over the next 3 payment cycles before the end of May.

In the coming weeks, we will be sharing additional updates about improvements we're making to our systems and processes.

We are grateful you are part of our provider network and appreciate the meaningful work you do every day.

Thank you — for your patience and your partnership. You can reach us with questions or comments anytime at LouisianaProviders@dentaquest.com.