



**State of Louisiana**  
Louisiana Department of Health  
Office of the Secretary

**MEMORANDUM**

**DATE:** December 18, 2020  
**TO:** Dental Providers  
**FROM:** Tara LeBlanc, Interim Medicaid Director  
**SUBJECT:** Medicaid Dental Program Changes

This memorandum provides important information to Medicaid dental providers regarding upcoming program changes.

The Department has contracted with DentaQuest USA Insurance Company, Inc. and MCNA Insurance Company d/b/a MCNA Dental Plans to provide Medicaid dental benefits and services to eligible children and adults in Louisiana, effective January 1, 2021.

Provider contacts for each dental benefit program manager (DBPM):

**DentaQuest**

Provider Services: 1-800-508-6785  
Via email at: [LouisianaProviders@DentaQuest.com](mailto:LouisianaProviders@DentaQuest.com)  
Provider portal: <https://govservices.dentaquest.com/>

**MCNA Dental:**

Provider Relations: 1-855-701-6262  
Via email at: [LA PR Dept@mcna.net](mailto:LA_PR_Dept@mcna.net)  
Provider Portal: <https://portal.mcna.net/>

**Frequently Asked Questions:**

**Will adult enrollees continue to receive “value added” dental benefits through their managed care organization (MCO)?**

Yes, all five MCOs (Aetna, Amerihealth Caritas Louisiana, Healthy Blue, Louisiana Healthcare Connections and United Healthcare Community Plan) will continue to offer additional dental benefits to adult enrollees that include limited exam, x-ray, extractions and cleanings.

**Will I still submit claims through the DBPM’s web portal?**

Each DBPM will have its own provider portal. You will be able to submit claims and requests for prior authorizations, file an appeal or complaint, view enrollee eligibility with that DBPM, view a patient’s history and more. Please see the contact information for a link to each DBPM’s provider portal, along with contact information for their provider relations teams should you have questions.

**Will existing authorizations be honored?**

Each DBPM is required to honor exiting authorizations for a minimum of 30 days when an enrollee enrolls in a new DBPM. After 30 days the DBPM may require a new authorization request.

**Will enrollees be given ID cards by the two dental DBPMs?**

Both dental DBPMs will be required to provide enrollees with an ID card. These will be sent to the enrollee via mail, as well as available for enrollees to print from the DBPM’s secure portal.

**DentaQuest ID template:**



**MCNA ID template:**



**Will enrollees have the same benefits under each DBPM?**

Both DBPMs are required to provide all services covered by Louisiana Medicaid for both the EPSDT and Adult Denture programs.

**I have heard that each DBPM will offer additional benefits to enrollees, including services that are not currently covered under the Louisiana Medicaid Dental Program. Is this true?**

Yes. Both DBPMs will now offer several value added services. For an overview of the proposed benefits each DBPM is offering to enrollees, please view [this DBPM comparison chart](#) that was distributed to enrollees as part of their open enrollment packets. For more information on each DBPM's specific benefits, please contact the Provider Relations/Services team for that DBPM.

**Do I have to enroll with both DBPMs to continue to see patients?**

No, each provider should determine if they wish to enroll in one or both of the DBPMs. While LDH recommends participation in both DBPMs, it is not required. However, if a patient at your practice enrolls with a DBPM with which you do not participate, any services rendered would be considered out of network, unless there is an existing authorization which the new DBPM will honor for 30 days.

**Will both DBPMs pay the same rates?**

Both DBPMs are required to pay no less than the rates on the Louisiana Medicaid Fee Schedule located at [www.lamedicaid.com](http://www.lamedicaid.com).

**Additional information:**

**E-MEVS system:**

LDH has made the web-based Medicaid eligibility verification system (e-MEVS) available to all dental providers as an additional method to verify Medicaid eligibility and DBPM enrollment. The system is available at [https://www.lamedicaid.com/Provweb1/about\\_medicaid/mevs.htm](https://www.lamedicaid.com/Provweb1/about_medicaid/mevs.htm). For assistance with accessing the system please contact the Gainwell Technologies' help desk at 1-877-598-8753

**Healthy Louisiana Informational Bulletins and Health DBPM Advisories regarding this implementation:**

[Dental Benefit Program Manager Update](#)

[Dental Enrollees and DBPM Choice vs. Provider Steering](#)

[Open Enrollment for Medicaid Dental DBPMs](#)

Future updates will be posted to LDH's Dental Services Provider and DBPM Resources page located at <https://ldh.la.gov/index.cfm/page/2067>.

**LDH Contact Information:**

If you have issues that you are unable to resolve with the dental DBPM, or questions and concerns regarding the dental program, please contact the following LDH Medicaid Dental Program staff:

Kevin Guillory: via email at [Kevin.Guillory@la.gov](mailto:Kevin.Guillory@la.gov) or by phone at (225) 342-7476

Andrea Perry: via email at [Andrea.Perry@la.gov](mailto:Andrea.Perry@la.gov) or by phone at (225) 342-7877