



February 1, 2021

Provider Notice – IMPORTANT Updates and Reminders

Dear Louisiana Medicaid Provider,

Thank you for your participation in the DentaQuest network and opportunity to work together during these first few weeks of go live. We understand that this has been a big change for everyone and continue to diligently strive for a seamless smooth process for all providers. We apologize for any inconvenience you have encountered and are always available to conduct individual office training, answer questions and address concerns.

Please read the important updates and reminders below, if you have questions or we can provide further assistance please contact us at:

800-508-6785 or LouisianaProviders@DentaQuest.com

Reminder:

- DentaQuest is required to honor previously approved authorizations for a minimum of 30 days. However, we are pleased to share that DentaQuest has extended the period to 90 days from January 1 to March 31, 2021. If you are providing care under a previously approved authorization from MCNA – please send that information in with your submission as outlined below:
 - Approved authorization # in box 35
 - Or in narrative
 - Or as an attachment
- For DentaQuest providers please send your claims directly via the DentaQuest portal or via Clearinghouse with payer ID CX014 .
- For Non-DentaQuest providers please send a paper claim(s), with MCNA authorization and all supporting documents to:
DentaQuest, LLC Attn: LA Medicaid PO Box 2906 Milwaukee, WI 53201-2906

Update:

- Portal Updates
 - DentaQuest worked with LDH vendor to gain additional claims data to upload and show correct place of service on the provider portal.
 - DentaQuest notified LDH of DentaQuest members showing as duplicate eligibility on MCNA portal. LDH worked with MCNA to update their records.
 - Providers should submit claims to DentaQuest for DentaQuest Louisiana Medicaid members.
- DentaQuest worked with LDH, LDA, Dr. Edward Donaldson and others to update requirements for radiographs with stainless steel crowns.



- New Office Reference Manual (ORM) 12/31/20 version is available on the website and portal. Please note the adult dental benefits (denture program).
- DentaQuest reviews claims denials daily and due to system errors has reprocessed the following for your convenience to pay out clean claims on next payment cycles. You do not need to resubmit anything we have reprocessed these for you. The system errors have been resolved so these claims will process without issue on your future submissions.
 - D0140 – claims were reprocessed that denied for 6-month limitation – Office Reference Manual will be updated to show this in next version once approved by LDH
 - D0150 – claims were reprocessed that denied for a narrative
 - D1110 & D1120 – there was a system issue that was resolved and all D1110 & D1120 that were correctly submitted by age were reprocessed
 - D9920 – claims were reprocessed that denied for prior authorization
 - D7111 - criteria changed to allow extraction of coronal remnants
 - D6545 – criteria changed to one per 12 Month(s) per patient
 - D9230 – criteria changed – prior authorization not required
 - D9920 – criteria adjusted for prepayment review
 - Medicaid ID – All claims that were denied requiring a Medicaid ID were reprocessed
 - Claims were reviewed and any identified that contained previously approved authorizations were reprocessed
 - Any claims for stainless steel crowns that were denied for lack of submission of x-rays were reprocessed
 - Age limitation adjusted on primary restorations and extractions 0-20

For additional assistance:

- Please see the attached Quick Reference Guide
- Link to Office Reference Manual <https://dentaquest.com/state-plans/regions/louisiana/dentist-page/>
- Direct URL Link to Portal
<https://connectsso.dentaquest.com/authsso/providersso/SSOProviderLogin.aspx?TYPE=33554433&REALMOID=06-6a4c193d-7520-4f3d-b194-83367a3ef454&GUID=&SMAUTHREASON=0&METHOD=POST&SMAGENTNAME=-SM-kSqO3O4jRCSk9qqzbPcoTSjt1%2fdC6MLuwWf19frmMVfjO3ky%2bv6P02wHtOYGhNQ3Uqgm662blsg0jgE%2bG59NfYnZup3NqXTz&TARGET=-SM-https%3a%2f%2fconnectsso%2edentaquest%2ecom%2fprovideraccessv2%2findex%2html>