

LA NEWSLETTER

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State of Emergency....

We hope you, your staff and your patients are safe during and after Hurricane Ida and Nicholas.

The purpose of this policy transmittal is to notify you the “disaster grace period” for Hurricane Ida started on Thursday August 26, 2021 and remained in effect until Monday September 27, 2021.

The time may be amended in a subsequent policy transmittal if it is deemed necessary to protect the health, safety, and well-being of Medicaid enrollees.

- **As an Oral Care Provider, remaining available to your patients is also critical. We are asking all our active doctors to update their answering machines and provide an emergency dental 1-800 number (e.g. 1-800-DENTIST OR EMERGENCY DENTAL SERVICE) or a cell number in case of emergencies.**
- *We know you will do your best to prioritize any patients whose appointments required rescheduling due to the hurricanes.*
- **It is critical in the event your office needs to remain closed for an extended period of time (ie: 3 weeks), to immediately notify our call center 1-800-508-6785 or your local Provider Partner by sending the information to LouisianaProviders@DentaQuest.com with subject line – State of Emergency. This is so we can re-direct patients to other available offices if needed.**

Our call centers are open and available to service both members and providers and we will provide updated notifications of status as conditions warrant. Our

priority in these circumstances is the safety of our patients, providers, and staff. Once you reach recovery, please be in touch with your patients for further scheduling.

DentaQuest will ensure reimbursement for critical Medicaid services that are provided in good faith to eligible recipients who reside in the parishes impacted by Hurricane Ida. Please keep providing services, if a recipient requires critical Medical services beyond limits stated in policy to maintain safety and health, providers can furnish the service.

We are committed to keeping our providers informed and addressing any questions that may arise. If you have questions or need assistance, please contact DentaQuest at **1-800-508-6785**.

Coverage During Pandemic....

Louisiana EPSDT Medicaid is keeping members who reach age 21 covered during the federal and state declared Coronavirus (COVID-19) Public Health Emergency. For more detailed information visit the link below at:

[Louisiana Medicaid Keeping Members Covered During Coronavirus Emergency | Department of Health | State of Louisiana \(la.gov\)](#)

Annual Louisiana Trainings & Oral Surgery Session....

DentaQuest is excited to announce upcoming fall trainings that will include but not limited to overview, administration, clinical, and resources. Information regarding the upcoming training sessions will be sent via eblast prior to, advising how and when to join these trainings.

Converting to 100% Electronic Provider Communication



Because necessary restrictions on mailroom and personnel may cause significant delays, we are encouraging providers to move claim and authorization submissions to the electronic data interchange (EDI) and will issue payments via electronic funds transfer (EFT).

Not signed up. Create a DentaQuest provider web portal account, sign-up for EFT and switch to exclusive use of EDI. Not only is this eco-friendly, but it is also a fast and convenient way to receive and view your office's EOBs.

DentaQuest Contact Information

Provider Partners – North

Erika Louis

Erika.Louis@greatdentalplans.com

1-318-355-7336

Erika Mahrous

Erika.Mahrous@greatdentalplans.com

1-318-307-0966

Provider Partners – South

Bryan Malter

Bryan.Malter@greatdentalplans.com

1-504-239-3501

Mashawnda Hicks

Mashawnda.Hicks@greatdentalplans.com

1-337-207-6088

Network Management Resource

Stephanie Tate

Stephanie.Tate@DentaQuest.com

1-901-304-8258

Jacqueline Clouse

Jacqueline.Clouse@greatdentalplans.com

1-888-683-6725 ext. 2

Credentialing Hot Line:

1-800-233-1468

ER Review & ER Referral

Fax line: (Only Emergencies)

1-262-387-3736

Non-Emergency Review & Referral Fax:

1-262-241-7150 or

1-888- 313-2883

Paper Claims by Fax:

1-262-834-3589

DentaQuest – Claims

PO Box 2906

Milwaukee, WI 53201- 2906

EDI

Government Payer ID CX014

Commercial Payer ID 04356

Introduction of Additional Provider Partner to Southern Louisiana and Map.....

Dear Provider(s):

DentaQuest is happy to introduce you to the newest member of the Louisiana Provider Engagement team! Mashawnda Hicks is a Louisiana resident and started the role of Provider Partner for Louisiana July 19, 2021. Mashawnda Hicks will be available to meet with you virtually for program information and answering any questions you may have. Our goal is to ensure a quality run program for both our Providers and Enrollees. Contact information is below.

As you know, DentaQuest has many resources to assist your practice on a day to day basis:

Erika Mahrous
(318) 307-0966
Erika.Mahrous@greatdentalplans.com

Erika Louis
(318) 355-7336
Erika.Louis@greatdentalplans.com

Bryan Malter
(504) 239-3501
Bryan.Malter@greatdentalplans.com

Ma Shawnda Hicks
(337) 207-6088
Mashawnda.Hicks@greatdentalplans.com

In addition to the local regional resources above, please remember you have access to your Network Management team below:

Thank you for your continued support in working with us to provide quality dental services to the Members of your community.

Sincerely,

Jacqueline Clouse
Jacqueline Clouse
Director, Network Management

Stephanie Tate
Stephanie Tate
Managing Provider Partner

Louisiana Team: LouisianaProviders@DentaQuest.com