



MICHIGAN DESK REFERENCE

| DENTAQUEST PROVIDER SERVICES Monday-Friday | | MAILING ADDRESS |
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| DentaQuest Provider Services | 844.870.3977 | DentaQuest, LLC ATTN: MI- "insert Dept name" PO Box 2906 Milwaukee, WI 53201-2906 |
| Credentialing Hotline | 800.233.1468 | |
| FAX NUMBERS | | |
| Claims/Payment Issues | 262.241.7379 | Depts: Authorizations, Claims, Initial Provider Enrollment, Provider Appeals |
| All Other Issues | 262.834.3450 | Send Certified & Overnight Mail Only to: |
| Credentialing Department | 262.241.7401 | DentaQuest, LLC 11100 W. Liberty Drive Milwaukee, WI 53224 |

ENROLLMENT & CREDENTIALING PROCESS

- Enroll providers online via App Central or
 - Submit your existing CAQH Application along with attestation, Provider Agreement, W-9, Disclosure Statement, & EFT sign up or waiver
- To Enroll visit:** www.dentaQuest.com/Dentists/
- Send NEW enrollment documents to :
- Email: initialproviderenrollment@dentaquest.com
- Send MISSING documents for initial & re-credentialing to:
- Email: dentaquestcredentialingmissinginformation@dentaquest.com

| COVERED BENEFITS & PROGRAM INFORMATION | CLAIM SUBMISSION |
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| <p>Refer to the Office Reference Manual (ORM) Available on:</p> <ul style="list-style-type: none"> • Provider Web Portal www.DentaQuest.com Login > Related Documents (right hand side, under the picture) > category field: type Office Reference Manual • The Michigan Dentist page http://www.dentaquest.com/mi/dentists | <ul style="list-style-type: none"> ▪ Electronic via DentaQuest's Web Portal ▪ Electronic via Clearinghouse (Payor ID CX014) ▪ Paper Claims mailed <p>DentaQuest, LLC PO Box 2906 Milwaukee, WI 53201-2906</p> <p>Timely Filing Limit: within one year (365 days) of the date of service or paid date of service from primary insurance plan (EOB required with claim)</p> |
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PROVIDER UPDATES

- To update provider information:
- Use the **Provider Update Form**
(Located on Provider Web Portal and Michigan Dentist Page via www.DentaQuest.com)
 - Email: standardupdates@dentaquest.com OR Fax number: 262.241.4077
 - Mailing address:
DentaQuest-Standard Updates
PO Box 2906
Milwaukee, WI 53201-2906

WEB (E) RESOURCES

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| <p>DentaQuest Web Portal www.DentaQuest.com</p> <ul style="list-style-type: none"> • First time Users must register at: http://www.dentaquest.com/selfreg/ | <p>Website Features:*Verify member benefits/eligibility *View patient history *Check benefit max status *Submit claims & view status *Submit preauthorization & view status *View payment status/view checks/ remittance advices *View location info & edit profile *Office Reference Manuals *Quick Reference Card *App Central User Guide</p> |
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