



DATE

**Emblem Health Transition of Care
January 1, 2017**

«NAME»
«ADDRESS1»
«ADDRESS2»
«CITY», «STATE» «ZIP»

Dear Provider(s):

Effective January 1, 2017, DentaQuest will be the dental administrator for the following EmblemHealth Programs: Adult and Child Medicaid, Child Health Plus (CHP), Enhanced Care Plus (HARP), On/Off Exchange (QHP), and Essential Plans. Our records indicate that your office is currently accepting EmblemHealth members through your contract with Healthplex and that you have not yet contracted with DentaQuest. The purpose of this letter is to communicate the transition of care options available to your office, as a non-par provider, for any members with approved treatment plans that will not be completed by **December 31, 2016**.

If you are not contracted with DentaQuest, you may still continue to treat members for a period of 90 days after the start of the DentaQuest contract, provided you agree to accept the reimbursement rates in effect and you adhere to the existing quality assurance requirements and operational policies and procedures. After this 90-day period, services will not be covered as in-network, and the member may be responsible for all or a portion of your charges. Please use the following process to request reimbursement for Transition of Care services as a non-par provider.

- Send paper claims via fax to: 262.834.3589 or
- Mail paper claims to: Emblem Dental (DentaQuest)
P.O. Box 463
Milwaukee, WI 53201
- Submit claims via clearinghouse using **Payer ID: EMBDQ** and **Payer Name: DQ/ EmblemHealth**
- Clearly write **“Transition of Care”** in box 35 or the notes field.
- Attach the original Healthplex issued approval form.

If you have already started treatment with an Emblem Health member prior to January 1, 2017, and a **decisive appointment has occurred**, please submit your claim to Healthplex directly using the appropriate billing codes for such decisive appointments. Please refer to the NYS Medicaid Dental Policy & Procedures Manual for more details on decisive appointments.

https://www.emedny.org/ProviderManuals/Dental/PDFS/Dental_Policy_and_Procedure_Manual.pdf

The invitation to participate in the DentaQuest network still stands. If your office decides to continue treating EmblemHealth members, please contact us at **844.822.8108** or NYProviderEngagement@dentaquest.com.

We look forward to working with you and your office staff as we serve the dental needs of the members in your community.

Sincerely,

Maggie Lombardi
Regional Director, Provider Engagement