



Provider Bulletin

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DentaQuest July 2014

Dental Providers

Adult and Children’s Dental Benefit Administration to Transition to DentaQuest



Effective July 1, 2014, DentaQuest will begin administration of all dental benefits, claims, and Prior Authorization Requests (PARs) for the Colorado Medical Assistance Program. DentaQuest is committed to serving the oral health needs of both child and adult enrollees in Medicaid throughout the state.

Provider Electronic Funds Transfer (EFT) Information

Action is required by all Dental Providers

- Though the Department currently maintains Dental providers’ banking information for use of weekly EFT payments, the Department is not authorized to provide this information to DentaQuest. Therefore, banking information needed to continue the payment process must be provided from all Dental providers directly to DentaQuest. Providers may submit their EFT information directly to DentaQuest by contacting DentaQuest Provider Services at 1-855-225-1731.
- DentaQuest is committed to reducing the administrative burden to the Dental provider community in order to make caring for Medicaid members convenient, efficient, and rewarding. To encourage fast, efficient payments, DentaQuest offers EFT.
- The benefits of EFT include:
 - Faster provider reimbursement
 - Decreased administrative costs
 - Elimination of lost or stolen checks
 - Elimination of forged, counterfeit and altered checks

DentaQuest

12121 North Corporate Parkway
Mequon, WI 53092

[Contacts](#)

Billing and Bulletin Questions
1-855-225-1731

DentaQuest Claims Administration

- DentaQuest will be assuming dental claims administration as of July 1, 2014. All dental claims with dates of service on or after July 1, 2014 can be submitted to DentaQuest via their claims web portal or paper claim submission.
- Any dental claims with dates of service prior to July 1, 2014 should continue to be submitted to the Department's fiscal agent.
- Dental claims for Division of Intellectually and Developmentally Disabled (DIDD) waiver members should also continue to be submitted to the Department's fiscal agent through the current process. Transition to DentaQuest for these waiver programs will occur at a later date. Please contact Michele Craig at Michele.Craig@state.co.us or at 303-866-5147 with questions.

Prior Authorization Requests (PARs) with the New Dental Vendor, July 1, 2014

Beginning July 1, 2014, all PAR-revision requests on active PARs must be submitted directly to [DentaQuest](#), the new Dental & Orthodontic vendor. As of July 1, 2014 the ColoradoPAR Program will no longer accept any new dental or orthodontic requests through CWQI. Any Dental or Orthodontic users who have used CWQI within the last three (3) years must also submit a CareWebQI [User Termination form](#). The form is obtained from the [ColoradoPAR Program](#) website → CareWebQI Termination Form.

- Active PARs that were received prior to July 1, 2014, the ColoradoPAR Program will determine medical necessity as well as any outcomes of the peer-to-peer and reconsideration process. DentaQuest will continue to honor all active PARs previously approved by the ColoradoPAR Program. All active PARs have been transferred to DentaQuest.

Note: Any revisions to active dental and orthodontia PARs must be submitted as a new PAR to DentaQuest.

- PARs can be submitted through the DentaQuest Provider Portal. Please visit the DentaQuest web site (DentaQuest.com) to create a Provider Portal account.
- DentaQuest will conduct both PAR determinations and Pre-Payment Review (PPR) determinations for the Colorado Medicaid Dental Program beginning July 1, 2014.

Pre-Payment Review (PPR)

In an effort to allow greater freedom to providers to appropriately treat members in a timely manner, DentaQuest allows PPR on all types of services with the exception orthodontia and requests to perform services within an outpatient procedure unit.



Utilizing PPR, providers can treat the member and submit the required documentation for medical necessity review after the services have been performed using the same clinical criteria as with the PAR process. This eliminates the need for a two-step process for payment. With the exception of orthodontia and requests to perform services in an outpatient procedure unit, all other services can be submitted retrospectively for PPR.

Required documentation necessary to support the medical necessity review can be found in the Provider Office Reference Manual (ORM) located on DentaQuest's website. When submitting for PPR, the same required documentation must be attached as if submitting for PAR.

Dental Provider Seminars and Webinars

DATE	TIME	LOCATION	CITY
Tuesday, July 1, 2014	9:00 a.m. - 11:00 a.m.	Fort Collins Hilton 425 W. Prospect Road	Fort Collins, CO
Tuesday, July 1, 2014	3:00 p.m. - 5:00 p.m.	MDDS 925 Lincoln Street, Unit B	Denver, CO
Wednesday, July 2, 2014	8:00 a.m. - 10:00 a.m.	CDA 8301 E. Prentice Avenue, Suite 400	Greenwood Village, CO
Wednesday, July 2, 2014	2:00 p.m. - 4:00 p.m.	Embassy Suites Hotel 7290 Commerce Center Drive	Colorado Springs, CO



Additional information can be obtained by attending DentaQuest's Provider Seminars and Webinars. Providers may RSVP to one the following sessions as the material will be the same in each. Additional dates and times for upcoming training will be made available on the [DentaQuest](#).

Providers may RSVP to the session of their choice by contacting DentaQuest at prcolorado@dentaquest.com.