Adult Dental and Virginia’s Safety Net

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Shenandoah Community Health Clinic
Capital Area Health Network
For Optimal Viewing...

- Change your view to Side-by-side: Speaker
Virginia Health Catalyst

Striving to ensure all Virginians have equitable access to comprehensive health care that is inclusive of oral health.
Success - Adult Dental Implementation

- Benefit Design
- Benefit Administration
- Network Preparedness
- Beneficiary Utilization
Dr. Zach Hairston
*Dental Consultant, DMAS*
<table>
<thead>
<tr>
<th>Specialty Area</th>
<th>Description</th>
<th>Services Covered</th>
<th>Limitations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Diagnostic and Preventive Care</td>
<td>Services that are used to detect and recognize caries and periodontal disease. Up to three routine cleanings may be permissible</td>
<td>Exams, Routine cleanings, X-rays</td>
<td>• Non routine X-rays such as imaging and cone beam technology would require prior authorization</td>
</tr>
<tr>
<td>Restorative Care</td>
<td>Specialty allows dentists to restore teeth to proper function</td>
<td>Fillings and crowns</td>
<td>• Crowns are covered when a root canal is done while member is under the adult dental program • Bridges</td>
</tr>
<tr>
<td>Endodontics</td>
<td>Specialty allows dentists to perform root canals on teeth that have sound below the gum structure (root) yet the above gum structure is compromised (decay or trauma)</td>
<td>Root canals Pulpal Debridement</td>
<td>• Endodontic retreatment and surgical procedures that have a questionable success rate</td>
</tr>
<tr>
<td>Periodontics</td>
<td>Specialty focuses on keeping gums and the bone below the gums healthy.</td>
<td>Scaling and Root Planing</td>
<td>• Periodontal flap procedures, crown lengthening procedures, bone replacement grafts</td>
</tr>
<tr>
<td>Dentures</td>
<td>Specialty focuses on replacing teeth with removal appliances</td>
<td>Dentures and Repair procedures</td>
<td>• Please refer to ORM</td>
</tr>
<tr>
<td>Oral Surgery</td>
<td>Specialty routinely extracts teeth and performs extractions requiring surgical methods such as removing bone</td>
<td>Extractions Alveoplasty</td>
<td>• Non-tooth extraction procedures • Surgery necessitated by trauma • Implants</td>
</tr>
<tr>
<td>Adjunctive General Services</td>
<td>This area while not a specialty is important in that it allows coding for anesthesia services and many other dental procedures not listed elsewhere.</td>
<td>Anesthesia Services</td>
<td>• Non anesthesia services may require prior authorization</td>
</tr>
</tbody>
</table>
Topics

• Smiles For Children Adult Benefits Overview
• Application Information
• Credentialing via AppCentral
• Application Check List
• Credentialing Welcome Letter
• Credentialing Links
• DMAS Link
• DentaQuest Link
• VA Provider Partners
Overview Adult Benefits Go Live-July 1, 2021

- Effective date July 1, 2021

- Adults over age 21 who are enrolled in Medicaid and FAMIS are eligible to receive appropriate comprehensive dental benefits (excluding Orthodontia) through Virginia’s dental program, *Smiles For Children*

- DentaQuest uses the 12-digit Medicaid ID number as the enrollee ID number for the Adult Benefit
Adult Benefits Covered Services Overview

• Coverage for adults will include the following:
  
  • Diagnostic (x-rays, exams)
  
  • Preventive (cleanings)
  
  • Restorative (fillings)
  
  • Endodontics (root canals)
  
  • Periodontics (gum related treatment)
  
  • Dentures
  
  • Oral surgery (extractions and other oral surgeries)
  
  • Adjunctive general services (all covered services that do not fall into specific dental categories.)

Refer to the Virginia Smiles For Children Office Reference Manual (ORM) Exhibit B for details of the covered benefit codes and benefit frequencies/limitations.
Where To Find Virginia *Smiles For Children* Application Documents

- AppCentral: [https://dentaquest.com/provider-enrollment/](https://dentaquest.com/provider-enrollment/)
- DentaQuest Provider Web Portal in the “related documents” section
- DentaQuest website: [https://dentaquest.com/state-plans/regions/virginia/](https://dentaquest.com/state-plans/regions/virginia/)
- Contact Credentialing Customer Service number at 1-800-233-1468
Credentialing Via AppCentral

• Create account enter individual provider name:
  • Enter AppCentral ID (create one)
  • Enter Password (unique for each provider)
  • Personal Email
  • Credentialing Office Staff Email (the contact person for questions relating to the application)
  • Security Question
  • Read and Accept Terms of Use Agreement

*new account will need to be created for each individual provider application
The Application Requirements-Check List

- **Smiles For Children** Logo Application
- DentaQuest **Smiles For Children** provider agreement (includes EFT sign up)
- W-9
- Virginia **Smiles For Children** Contract
- Copy of Dental License
- Liability Policy
- Completed Disclosure of Ownership (DOO) form
- Attestation Page

*Virginia doesn’t currently accept CAQH applications*
The Application Requirements-Cont’d

• How to submit your application:
  
  • Email: initialproviderenrollment@dentaquest.com
  
  • Fax: 262-241 4077 Attn: VA *Smiles For Children* Creds
  
  • Submit online through: AppCentral (online DentaQuest credentialing link)
  
  • Mail: PO BOX 2906 Milwaukee, WI 53201-2906
  
• Applications received with missing information or improperly filled out:
  
  • All missing documents should be email:
  • DentaQuestCredentialingMissingInformationRequest@dentaquest.com
  • Fax: 262-241-4077 Attn: VA *Smiles For Children* Creds/missing items
The Application-Credentialing Completed-
Welcome to VA Smiles For Children program

- Do not treat members until receipt of the welcome letter
  - The welcome letter includes:
    - Service office locations
    - Effective dates
    - Programs that were approved for the individual provider
February 12, 2021

Dear Provider:

Thank you for applying to become a participating provider with DentaQuest. We are pleased to welcome you to our dental network. For a copy of our Office Reference Manual, which details covered benefits and other information, log on to the website at www.dentaquest.com. Select ‘DentaQuest’ then ‘For Providers Only’. If you are already registered, enter your User Name and Password. If you are not registered, click on ‘Register Now’ and follow the steps. When you are signed in, select ‘Documents’, ‘View Documents’ from the menu bar at the top of the page. You will see a chart on the page which shows Office Reference Manual name. Click on the link and it will bring up the manual for you.

When submitting claims, your NPI must be entered on each claim as well as the current ADA procedure codes performed and unique patient identification number. If the service required prior authorization, you must also include the file number of the authorization explanation that was sent by DentaQuest.

Please note: The approval of this credentialing only applies to the location name listed below.

Provider Identification Number: [Blank]
Provider Name: [Blank]
Effective date is: February 8, 2021
NPI Number: [Blank]

The Plans/Members for which you are approved are:
- VA Smiles for Children - Over 21
- VA Smiles for Children - Under 21
- VA Smiles for Children IMD - Over 21
- VA Smiles for Children IMD - Under 21
- VA Smiles for Children - Over 21 - Pregnant Women

The Location Name is:

DentaQuest
11000 W. Liberty Drive
Milwaukee, WI 53224
www.dentaquest.com
Credentialing Welcome Letter-Sample Cont’d

The Business Information to File is:

<table>
<thead>
<tr>
<th>Location Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Location Address</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Business Name</th>
</tr>
</thead>
</table>

| Payment Address |

| Business Key | (for security purposes) |

We strongly encourage you to consider submitting your claims electronically via DentaQuest’s website (www.dentaquest.com) or a clearinghouse of your choice (Payer ID CX014). Submitting your claims electronically can significantly reduce your handling and postage costs.

Some advantages of submitting claims electronically through www.dentaquest.com:

- It’s Free - no office expenses such as forms, postage, staff preparation and follow-up
- It’s a totally secured connection offering instant access to eligibility, claim status and schedules
- It’s easy to use and offers instant claim receipt confirmation
- It’s always open - 24 hours a day, 7 days a week
- It’s HIPAA compliant
- It’s direct from you to us - no reliance on postal carriers, mailrooms, claims entry personnel or other outside factors that can contribute to lost paperwork, errors, rejected claims and delayed payments.

If you would like additional information about dentaquest.com or assistance in setting up your office to submit claims electronically, please contact our E-Claims Department at:

888-912-3456

If you elect not to submit claims electronically, please submit claims on a standard ADA form. If you currently use other media to submit claims, please contact DentaQuest to discuss the use of your current format. Paper claims should be sent to the address listed in the Office Reference Manual.

Did you know as a DentaQuest Dental Provider, you are eligible to receive a discount on your dental supplies through the DentaQuest Dental Savings Plan? Please contact Dental Health Products at 866.210.4635 to learn more about this exciting savings plan available to DentaQuest Providers. Begin saving on your dental supply costs today.

If you wish to expand your practice, privileges or seek participation in another practice other than those approved above, please contact our Credentialing Department for further details.

Thank you for your cooperation and once again, welcome to the network! We look forward to working with you and your office staff.

Sincerely,

11600 W. Liberty Drive
Milwaukee, WI 53224
DentaQuest Credentialing Contacts/Links

- Website: https://dentaquest.com/state-plans/regions/virginia/

- AppCentral: https://dentaquest.com/provider-enrollment/

- Credentialing Customer Service: 800-233-1468
DMAS Website Link- VA Smiles For Children

http://dmasva.dmas.virginia.gov/#/dentalservices
DentaQuest Website link-Virginia

https://dentaquest.com/state-plans/regions/virginia/
Virginia Provider Partners-County Assignments Map

Waradah Eargle – Pink and Purple Counties
Bridget Hengle – Red, Green and Blue Counties
Virginia Provider Partners Contact Information

Waradah K. Eargle  
Provider Partner  
Northern and Northwest VA  
Toll-Free: 866-853-0657  
Fax: 262-834-3482  
waradah.eargle@dentaquest.com

Bridget Hengle  
Provider Partner  
Central, Eastern and Southwest VA  
Toll-Free: 866-853-0657  
Fax: 262-834-3482  
bridget.hengle@dentaquest.com
Our experience with Medicaid for children—

• Allowed us to increase our staff and hours of operation – from very few monthly (volunteer) hours to nearly full time.
• This facilitated getting more patients served and much faster, especially emergency patients
• More money = more staff = more hours. We were able to serve **four times as many indigent uninsured patients**
How it benefits the clinic

• Ability to integrate care and refer patients between programs
• Diversified revenues. In lean times partner clinics/programs helped to support each other.
• Cross-promote / drive more business to slower programs.
• More staffing: we can do more outreach and oral screenings within schools and preschools.
• Our two clinics are also separate nonprofit entities and can both apply for and receive grants from foundations, United Way, etc.
Lessons learned

- Insurance is ever changing -- you really need to stay on top of it.
- Sign up for DentaQuest’s and the MCO's Newsletters to stay in the loop.
- Verify that the patient's benefits are still active before every appointment.
- Stay on top of denials. Some denials are not valid and you will need to call DentaQuest to have them reprocess these claims.
Dr. Christina Byerson
Chief Dental Officer,
Capital Area Health Network
Questions?
Resources

THANK YOU!!
Contact Chloe Van Zandt - Grassroots Manager with comments and questions cvanzandt@vahealthcatalyst.org www.vahealthcatalyst.org