

DENTAL PROGRAM UPDATE

DentaQuest chosen to administer Care1st AHCCCS and WellCare Liberty and Value Dental Programs in Arizona

July 31, 2019

Dear Care1st & WellCare Dental Providers and Office Staff:

Care1st and WellCare have chosen DentaQuest to administer our dental programs. The planned transition dates are as follows:

- October 1, 2019 for Care1st AHCCCS
- January 1, 2020 for WellCare's Liberty and Value Products

DentaQuest

DentaQuest will handle the following:

- Prior authorization/Utilization Management
- Claims adjudication and payment
- Provider Credentialing, Contracting and Network Management
- Provider Customer Service for dental offices with questions regarding prior authorization, claims payment or covered services

Advantica, Care1st & WellCare

Advantica will continue to provide customer service for dental offices with questions regarding prior authorization, claims payment or covered services for dates of service prior to the transition dates outlined above. Care1st & WellCare will continue to provide assistance with any contract or credentialing questions prior to the transition dates outlined above.

Additional detailed communications regarding DentaQuest's authorization requirements, contact information, claims address, tools, and services will be forthcoming.

If you have questions, please contact Network Management using one of the options below.

Thank you!

Network Management
Ph 602.778.1800/866.560.4042 (Options in order: 5, 7)
Fax 602.778.1875/E-mail SM_AZ_PNO@Care1stAZ.com

Visit our website at www.care1staz.com

Looking for your assigned Provider Network Rep? On our website go to Providers > Provider Rep Contact Info