

DENTAL PROGRAM UPDATE

Effective January 1, 2020

DentaQuest to administer WellCare Dental Program

December 30, 2019

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Dear Care1st/WellCare Dental Providers and Staff:

In follow-up to the communication sent earlier, we want to remind you that effective January 1, 2020, DentaQuest will manage the WellCare (Medicare) Dental program. Care1st (Medicaid) transitioned to DentaQuest on October 1, 2019. The following information is meant to assist you and your office staff before, during and after the Medicare Dental transition.

For dates of service prior to January 1, 2020 continue to direct:

- Prior Authorizations, Claims Submissions and Inquiries to Advantica 800-429-0495
- Contracting and Credentialing Inquiries to Care1st/WellCare Network Management

For dates of service January 1, 2020 and after 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

WEBSITE

DentaQuest's web site www.dentaquest.com is now available to WellCare participating providers, but in order to take advantage of the secured functions available via the website, you need to register. First time users will have to register utilizing the Business' TIN, Business Key, and the dentist's information. If you have to register, please follow these instructions:

1. Contact DentaQuest's Customer Service Department at 800.440.3408 to obtain a Business Key
2. Go to DentaQuest's Dentist Page at <http://www.dentaquest.com/state-plans/regions/arizona/az-dentist-page/>
3. Select "Provider Portal Registration" link
4. Then select "I don't have an account yet" link
5. This will take you to the provider registration section

Step 1 of 2

Registration

To create your account, please start by providing information about your practice.

* Fields marked with an asterisk are required.

Tax ID Number *

Business Key *

Enter the following details for any of the dentists at your practice.

Provider First Name *

Provider Last Name *

License Number *

Provider NPI Number *

Cancel

Next

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.wellcare.com

Looking for your assigned Provider Network Rep? On our website go to Providers > Overview > Territory Assignment Grid

6. Complete the Provider Registration Form following the instructions and click on the "Next" button.
7. You will receive an e-mail confirmation of your successful registration with the user name and the password you selected.

You are now ready to use the web site secured features, which include:

1. verifying member eligibility
2. viewing claims history and claims status
3. submitting claims
4. reviewing and printing a Remittance Advice (RA)
5. submitting prior authorizations requests
6. reviewing and downloading the Office Reference Manual (ORM)

Once registered, you and your staff can access DentaQuest's secured provider section from the main page "Login" section and by using the "User Name" and "Password" you selected in your registration. We encourage you to register in order to access the above mentioned tools. If you do not have internet access, you may contact DentaQuest directly at **800.440.3408** and request hard copies of the Office Reference Manual.

If you experience any technical difficulties while trying to register for DentaQuest's website or while using the website, please contact DentaQuest at **800.440.3408**.

CLAIM SUBMISSION

Claims are paid weekly and may be submitted to DentaQuest up to a year from the date of service. Please note that you will receive Remittance Advices (RAs) from Advantica as well as from DentaQuest for a period of time since claims with dates of services prior to January 1, 2020 will be processed by Advantica and claims for dates of service on and after January 1, 2020 will be processed by DentaQuest.

ADA dental codes, as published in the most current CDT manual, should be used for claim submissions. Please include the information below on each claim to avoid delay in payment:

1. Member's name
2. Member's Medicare number
3. Member's date of birth
4. Rendering dentist's name
5. Rendering dentist's office location
6. Rendering dentist's TIN
7. Rendering dentist's NPI
8. Billed Amount
9. Date of service for each line submitted
10. Other Insurance Information
11. Quadrants, arches, tooth numbers and surfaces for dental codes that require identification.

Electronic Claim Submission for Dates of Service on and after January 1, 2020:

You may submit claims to DentaQuest electronically in two ways:

1. Through the DentaQuest website at www.dentaquest.com. Claims for services that require the inclusion of x-rays or reports may be submitted electronically by using www.NEA-FAST.com to attach the required documentation or by attaching the x-rays. Electronic claim submission via DentaQuest's website requires **provider registration** as indicated under the **WEBSITE** section of this communication.

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

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2. Via clearinghouse or direct. DentaQuest can accept HIPAA compliant 837D files from Change Healthcare (844.217-1199), DentalXChange (800.576.6412), eSolutions (866.633.4726), TriZetto Provider Solutions (800.969.3666) for acceptance of EDI claims. **DentaQuest's Payer I.D. is CX014.** For direct connection, please email EDITEAM@greatdentalplans.com

Paper Claim Submission for Dates of Service on and after January 1, 2020:

Please submit paper claims using the ADA claim form to:

DentaQuest of Arizona, LLC - Claims
PO Box 2906
Milwaukee, WI 53201-2906

For questions on claim submission, please contact DentaQuest at **800.440.3408**

Corrected Claims for Dates of Service on and after January 1, 2020:

Corrected claims are accepted for reconsideration when submitted within one year from the date of service, or eligibility posting date or 60 days from the last remit of a timely submitted claim. To insure proper handling of a corrected claim, clearly mark the claim "Corrected Claim".

Claim Disputes for Dates of Service on or after January 1, 2020

The fastest way to resolve dissatisfaction with payment of a claim is to contact DentaQuest Claims Customer Service at **800.440.3408** (for dates of service before January 1, 2020, continue to call Advantica Claims Customer Service 800.429.0495).

PRIOR AUTHORIZATION & CLINICAL MANAGEMENT

The DentaQuest Office Reference Manual (ORM) outlines prior authorization and claim submission requirements. The manual can be found at www.dentaquest.com.

Submitting Prior Authorizations via the website www.dentaquest.com

To submit a Prior Authorization (PA) via the website, the provider must first register for website access. Once registered, you may submit PAs by selecting the "Dentist" icon from the menu. Once logged in, select "Claims/Pre-Authorizations" and then "Dental Pre-Auth Entry". If you experience any technical difficulties while submitting a PA via DentaQuest's website, please contact DentaQuest at 800.440.3408.

Submitting Prior Authorizations via mail/Fax

If you cannot submit PA requests through the website, you may submit them via mail or fax by submitting the ADA form (check the Prior Determination Box) along with any x-rays and additional documentation to:

DentaQuest of Arizona, LLC - Authorizations
PO Box 2906
Milwaukee, WI 53201-2906
Fax: 262.834.3575

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

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12/12/19 Communication

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Standard PA requests will be responded to within 14 business days of receipt of the request unless additional information is required. DentaQuest will request the documentation from the provider and issue an extension if necessary, when documentation is missing. Urgent PA requests will be responded to within 72 hours of receipt of the request. A PA is not a guarantee of payment IF the member is not eligible at the time of the visit.

If a service that requires PA needs to be rendered immediately, please contact DentaQuest at **800.440.3408** and you will be advised on how to proceed based on the services requested.

To ensure continuity of care, DentaQuest will honor open Advantica PAs and allow for a 90 day transition of care. During the 90 day transition of care, PA requirements for contract status will be waived. Please submit a copy of your approved Advantica PA with your claim submission.

Hospital Authorizations:

If dental services need to be provided in an outpatient hospital setting, coordination with WellCare is required for the facility portion of the care. DentaQuest will coordinate with WellCare to ensure the necessary facility prior authorization is issued. In these situations, please submit a prior authorization request to DentaQuest for review and include the following information:

1. Member's Full Name
2. Member's Medicare Number
3. Dentist's Name
4. Facility where services are to be provided in Box 35
5. Mark Box 38 Place of Treatment "Hospital"
6. Treatment plan
7. Letter of medical necessity on patients five (5) and older
8. Date of service
9. Reason for services to be provided in a hospital setting

CONTRACTING AND CREDENTIALING

Current DentaQuest Providers

DentaQuest recently issued an amendment to your existing DentaQuest contract to include WellCare. If you have questions, please contact your DentaQuest Provider Partner listed below.

Sue Harrison
Provider Partner
520.392.8199 (Pima and Southern Counties)
Susan.harrison@dentaquest.com

Teenah Curtin
Provider Partner
480.356.8583 (Maricopa & Northern Counties)
Teenah.Curtin@dentaquest.com

New DentaQuest providers

Current WellCare providers that do not have an existing DentaQuest contract. Please contact DentaQuest at **800.233.1468**.

If you have any questions on the information provided above or any other issues you would like to address, please contact Care1st/WellCare Network Management at the numbers below or you may contact DentaQuest directly at **800.440.3408**.

Thank you!

Network Management

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Fax 602.778.1875/E-mail SM_AZ_PNO@Care1stAZ.com

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