



## Weekly Update – Colorado Medicaid Dental Program

To Our Partners:

Over the last several months, DentaQuest has been working closely with Medicaid dental providers, stakeholders, advocates, patients and the Colorado Department of Health Care Policy & Financing, to plan and implement the transition of Medicaid dental services from the State to DentaQuest. We are committed to being a successful and strong partner with Colorado Medicaid providers to provide dental care to Colorado adults and children who need it, and to building an effective and collaborative system that will benefit us all.

We regret that the transition has not gone as smoothly as hoped or planned. However, we want to assure you that we are working hard to identify and resolve issues as quickly as possible. To that end, this is the first on an ongoing series of updates we will be sending as we continue to work with the Colorado Medicaid dental provider network in serving the needs of Coloradans.

In this initial update, we want to tell you about some recent progress and improvements to the program in addition to answering some of our most frequently asked questions from the past weeks.

### Recent Progress:

- Initially, DentaQuest denied some codes for the first several weeks of the program. This was primarily a result of the Prior Authorization Request (PAR) history files and variances between technology systems and software that resulted in denials of some prior approved PARs. DentaQuest is happy to report that many of these claims denied in error will be reprocessed in the coming weeks. In the large majority of cases, providers will not need to resubmit any claims. Please work closely with your Provider Relations Representatives to determine if resubmission is beneficial. If you do not know who your rep is already, please email [laura.jacob@dentaquest.com](mailto:laura.jacob@dentaquest.com) for assistance.
- As many providers are aware, provider data in DentaQuest's system was missing information in a number of areas. This prevented a number of processes from taking place, including your ability to sign on and use our Provider Web Portal. We are pleased to announce that nearly all providers currently contracted with the State are updated in our system. Should you have any difficulty logging on to the portal or submitting claims or PARs, please reach out to your Provider Relations Representative.
- To date DentaQuest has paid over \$4.7 million in provider claims. As previously indicated in our webinars, seminars, and communications in June and July, payments for adjudicated (processed) claims were to be on a three-week delay. DentaQuest continues to work with the Health Care Policy and Financing team at the State to expedite payments as quickly as possible and we are confident that the biggest issues around this process are now behind us.

### Some Frequently Asked Questions and Answers:

#### **1. *When is the ORM going to be updated?***

DentaQuest will publish a thoroughly updated Office Reference Manual (ORM) shortly. We understand that this delay has caused many providers concern as it is and should be the "go to" document when trying to understand clinical criteria, PAR processes and claims. We have been

very deliberate in moving through the ORM so that it reflects what the State intends, and that our systems and processes at DentaQuest are tested to assure they operate in the way the ORM states. We very much appreciate the patience the providers have shown while we refine this document.

**2. Will DentaQuest reprocess inaccurate denials or do we need to resend them?**

As mentioned above, DentaQuest intends to reprocess and pay any claim inaccurately denied. Again, please work closely with the Provider Relations Representatives to determine if resubmission would be beneficial.

**3. Why didn't I get paid by EFT when I gave DentaQuest my EFT information?**

As we have communicated, we did request and continue to request that providers use EFT. We also noted that due to regulations, we would need providers' EFT information separate from any information they had submitted to the State prior to July 1, 2014. We have been entering this information into our systems for the past several weeks. It can take several additional weeks for financial institutions to conduct the necessary validation of accounts for both DentaQuest and your bank, (sometimes called "prenoting") before actual EFT payments occur. We will continue to move this project forward and anticipate that the majority of payments will be sent via EFT in the coming weeks. We will keep all providers apprised of this project in the coming update letters.

As we have said from the beginning of this relationship, our goal is to be transparent and available to address all provider needs in a timely manner. We understand that change can be hard and sometimes frustrating. We are grateful for your partnership and further appreciate the fact that we all share the same dedication to the population we both serve here in the State of Colorado.

