

SUMMARY OF CHANGES FOR NETWORK PROVIDERS

On Feb. 1, 2021, we migrated to the DentaQuest – our parent company – claims management system.

Several processes and items are staying the same — our customer service phone number, covered benefits and frequency limitations, contracted fee schedules, hours of operation and existing Member ID #s — but there are **some changes that require your attention**:

Updated Claims Submission Process

- Please note two new EDI Payor IDs:
 - **04356** – members with employer group plans. Do not use the payor ID on the legacy member ID cards with the DCPG logo.
 - **CX014** – members who purchased their own plans. Do not use the payor ID on the legacy member ID cards with the DCPG logo.
- Please note two new claims submission addresses:
 - For members with employer group plans, use **The Dental Care Plus Group, PO Box 502, Milwaukee WI 53201-0502**. Do not use the address on the legacy member ID cards with the DCPG logo.
 - If a member has purchased their own individual plan, use The Dental Care Plus Group, PO Box 2906, Milwaukee WI 53201-2906. Do not use the address on the legacy member ID cards with the DCPG logo.
- An ADA claim form (version 2006 or later) is now **required** for:
 - Submission of both claims and pre-treatment estimates.
 - Any information requested to complete a claim or PTE review.
 - Any submission of services after a pre-treatment estimate
- Please use the member's ID #, not their SSN, when submitting claims.
- Submitting claims on the new provider portal is an efficient way to have your claims processed. See additional details below.

Payment Schedule and EFT

- There is a change in the payment cycle schedule:
 - Payments are released weekly each Monday.
 - EFT payments will process in 24-48 hours.
 - Checks will process in 3-5 business days.
- To receive EFT payments, you must be enrolled directly with DentaQuest:
 - If you are interested in enrolling in EFT, please contact your local provider engagement representative or sign up in the provider portal.
- Ortho payment cycle change: Rather than receiving your monthly Ortho payments bundled in a single payment cycle on the 1st of the month, you will receive monthly Ortho payments in each weekly payment cycle based on the banding date.

Refund and Reconciliation Process Will Be Automated

- Overpayments will automatically be processed as part of the voucher:
 - Depending on which state you operate in, there will be a grace period to return overpayments. This is identified on the voucher for each applicable claim.
 - Overpayments will automatically be deducted from future claims after any grace period has expired. There will be a separate section on the voucher with details on an overpayment.

Updated Look and Feel of the Provider Voucher

- The logo return address and contact information will all show “The Dental Care Plus Group, A DentaQuest Company” information.
- Your contracted Withhold amount will be presented as a comment on each claim line.
- A new field, “Write-off,” will be present for each claim line. This is the calculated dollar amount to be written off per your contract, which includes your contracted withhold amount, if applicable to the claim line.

New Functionality Available to Your Office

- New and Improved Provider Portal: Check member eligibility and detailed benefit summary information, submit claims, view claims history, sign up for EFT and more.
- 24/7 Phone Support: A variety of functions, like checking member eligibility, is available if you call in to customer service after-hours or on the weekend through a new Interactive Voice Response (IVR) system.
- NCQA-Certified Credentialing process using CAQH that allows for electronic submissions.
 - Please visit <https://dentaquest.com/dentists/> to process applications.

Please Ensure We Have Your Contact Information

- Please visit https://www.surveymonkey.com/r/DCPG_Communication and provide your current contact information to ensure we can stay in touch and keep you informed of any and all updates from DCPG.

Additional Questions? Contact your Provider Engagement Team

OH Offices: OHProviderEngagement@dentaquest.com

KY Offices: Kentuckyproviders@dentaquest.com

IN Offices: <https://www.dentalcareplus.com/providers/provider-contacts-indiana/>

TN Offices: Tennesseeproviders@dentaquest.com

Additional details and documents are available on our FAQ website at:
<https://www.dentalcareplus.com/providers/provider-migration-resources/>