SoonerSelect

SOONERSELECT DENTAL – DENTAQUEST PROVIDER TRAINING

3/7/2024 and 3/13/2024

1. **Providers were instructed that dental plans were going to mirror OHCA's current guidelines for coverage and prior authorizations (PAs). What is DentaQuest doing to address discrepancies where DentaQuest's processing guidelines and/or PA requirements are not in alignment with OHCA?**

   DentaQuest is working collaboratively with OHCA to ensure systems and benefits configurations are aligned properly with OHCA. Any previously denied claims and/or PA requirements will be reviewed and reprocessed by DentaQuest, without any further action required by the provider.

2. **Does DentaQuest require PAs?**

   DentaQuest does not require PAs unless it's for an orthodontic procedure. If a provider is not yet contracted with DentaQuest and/or does not have portal access, PA requests can be sent in via clearinghouse or mail. DentaQuest's mailing address is:

   > DentaQuest
   > PO Box 2906
   > Milwaukee, WI 53201-2906

   DentaQuest will be conducting a pre-payment review for other codes that OHCA has historically required a PA.

3. **What is the age limit for orthodontic treatment?**

   Orthodontic treatment must be PA'ed and banded prior to the member's 18th birthday and completed prior to the enrollee's 21st birthday. Please refer to [317:30-5-700.1 Orthodontic Prior Authorization](#) for additional information.

4. **Do members have a $4 copayment with DentaQuest?**

   No, DentaQuest has been approved to waive all copayments as a value-added benefit (VAB).

5. **How long does DentaQuest cover postpartum services after delivery?**
DentaQuest aligns with OHCA's definition of the postpartum period. Please refer to [317:35-6-60. Certification for SoonerCare for pregnant women and families with children](#), which defines the postpartum period as the 12 months following the month the pregnancy ends.

6. **How should providers handle resubmissions for claims that were previously downcoded from a 3-surface anterior composite to a single surface?**
DentaQuest has removed the internal edit that was downcoding the submissions. Removal of this edit should ensure future claim submissions will result in full payment of the submitted services at the Medicaid fee-schedule rate. DentaQuest is reprocessing these claims and no further action is required on behalf of the provider.

7. **OHCA did not require a continuity of care (COC) form with claims submissions. Why is DentaQuest requiring one?**
DentaQuest is no longer requiring the use of this form.

8. **What is considered medically necessary for adult nitrous oxide?**
Current OHCA benefits do not cover adult nitrous oxide; however, DentaQuest has been approved to cover this service for adults as a value-added benefit (VAB). Documentation should include a detailed, patient-specific narrative of medical necessity of extreme anxiety and/or documentation of specific medical conditions is required. For assurance of payment of this VAB, please, submit a prior authorization.

   Please refer to the following document for a complete list of VABs:
   - [Dental Extra Benefits Chart.pdf](#)

9. **Can providers opt out of receiving PA determinations in the mail?**
No.

10. **Does DentaQuest have a list of procedure codes that require attachments at the time of claim submission?**

Yes. To verify which codes require documentation, please refer to the most current publication of the Office Reference Manual (ORM) available in the DentaQuest provider portal.

11. **Does DentaQuest have a list of frequency limitations for each covered procedure code?**
    Yes. Please refer to the most current publication of the ORM available in the DentaQuest provider portal.

12. **Do out-of-state providers still need to submit an out-of-state authorization for dental services before patients can be seen?**
    Although OHCA policy at [317:30-3-90 Out-of-state services](#) requires an authorization for dental services rendered in another state more than 100 miles from the Oklahoma border, DentaQuest has elected to be less restrictive than OHCA and will not be requiring an out-of-state authorization. However, the out-of-state dental provider must still be contracted and in-network with DentaQuest.

13. **Do immediate dentures require a PA?**
    Immediate dentures do not require prepayment review nor PA with DentaQuest. Therefore, if you submit a PA for an immediate denture, it will respond that it is not a pre-authorable service. However, if you have a specific case of an immediate denture which was denied, please reach out to okproviders@dentaquest.com to further investigate.

14. **How is DentaQuest processing payments for orthodontic services after Feb. 1, 2024?**
    If the member's PA or banding was done prior to Feb. 1, 2024, DentaQuest will use OHCA's current guidelines of payment at day 1, then $905.25 a year later, then $905.25 the following year. If case begins on or after Feb. 1, 2024, one bulk payment will be received at banding with quarterly payments until month 24. The final payment will be made after photos are received to provide documentation of significant case progress.

15. **Does DentaQuest require specialty referrals?**
    No.

16. **Can a provider bill a member for a non-covered service, such as additional limited exams, when the limitation has been met or if the member chooses to receive general anesthesia, even if the provider recommends it can be done via local anesthesia?**

Yes, provided the member signs a financial understanding prior to treatment that they are responsible for the procedure and the procedure will be capped at contracted rate amount.

17. How can a provider void a claim on the DentaQuest provider portal?
From the portal, once the claim has been adjudicated, you can click into the claim and select the option for 'void.'

18. Are members required to be assigned to the treating dentist as their dental home for services to be covered?
No. Any DentaQuest member can see any DentaQuest provider at any time.

19. Is patient history available on the DentaQuest provider portal?
Yes, patient history can be found in the DentaQuest provider portal. Please reach out to okproviders@dentaquest.com for additional instruction if needed.