

# MEDICAID BULLETIN

**TO:** All Dental Providers

**SUBJECT:** I. DentaQuest awarded contract to serve as the South Carolina-Medicaid Dental Administrative Service Organization (ASO)

**II. Changes in the Dental Services, Policies and Guidelines**

**I. DentaQuest awarded contract to serve as the South Carolina Medicaid Dental Administrative Service Organization (ASO).**

The South Carolina Department of Health and Human Services (SCDHHS) is in the process of transferring the administration of the Medicaid Dental Program for Healthy Connections and Healthy Connections Kids members to DentaQuest, an Administrative Services Organization (ASO). South Carolina has charged DentaQuest with reducing the administrative burden on dental providers, improving utilization management and implementing fraud and abuse prevention procedures.

DentaQuest's responsibilities will be to maintain the dental provider network, adjudicate provider claims, review Prior Authorization (PA) and provide outreach services for providers and beneficiaries enrolled in the program.

SCDHHS will retain the responsibility of provider enrollment and issuing provider payments.

**II. Changes in the Dental Services Policies and Guidelines**

With the transition of the Dental Program to an ASO model, SCDHHS is implementing several changes in the Dental Services policies and guidelines:

**A. Dental Claims Submission Options**

After the implementation date:

- All Dental Claims will be submitted to DentaQuest for weekly adjudication through the DentaQuest Web Portal, via electronic submission or by paper claims (forms standardized ADA, CMS-1500).
- Providers will have access to their remittance advices through the DentaQuest portal.

**B. Prior Authorization (PA)**

- Additional procedure codes have been designated to require prior authorization before the procedure is performed. Claims submitted for services rendered before authorization is approved will be denied. PA requirements for designated procedure codes will be listed in the Medicaid Bulletin

- Benefits Table of the Dental Office Reference Manual in the column titled "Documentation Required."
- Requests must be submitted no later than 15 days prior to the scheduled date of treatment.
- Treatment rendered under emergency conditions, when PA is not possible, will still require that appropriate radiographs clearly showing the adjacent and opposing teeth, pre-operative radiograph and dated post-operative radiograph of the tooth treated are submitted with the claim for retrospective review for payment.
- Please refer to the Clinical Criteria (Appendix C) of the Dental Office Reference Manual for criteria regarding procedures needing PA.

**C. Third Party Liability**

- Under Federal guidelines, Medicaid is the payor of last resort for beneficiaries that have healthcare coverage other than Medicaid.
- With the implementation, providers will be required to submit claims to any known third party coverage organization (Primary Payor) before submitting to DentaQuest.
- Providers will have access to known healthcare coverage other than Medicaid when verifying eligibility through the DentaQuest Web portal or Interactive Voice Response (IVR) system.
- Payment from a third party will be entered on the claim form prior to submission to DentaQuest.
- Failure of the provider to file a claim to a known Primary Carrier before filing to Medicaid may result in denial of the claim.
- If the provider is unable to determine that other healthcare coverage exists, they should submit the claim directly to DentaQuest.

**D. Future Bulletins will be issued:**

- Offering multiple training options and statewide locations for you and your staff;
- Giving important information regarding program changes in dental services policies and guidelines
- Announcing the actual implementation date of the new dental program

**C. Contact information for DentaQuest is found below:**

- DentaQuest's South Carolina Office – Toll Free 888-307-6553
- Website [www.DentaQuest.com](http://www.DentaQuest.com)

Your continued support of the South Carolina Medicaid Program is appreciated. Please refer any questions or concerns regarding this bulletin to the SCDHHS Dental staff at (803) 898-2568.

/S/  
Emma Forkner  
Director

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**Note:** To receive Medicaid bulletins by email, please register at <http://bulletin.scdhhs.gov/>. To sign up for Electronic Funds Transfer of your Medicaid payment, please go to <http://www.dhhs.state.sc.us/dhhsnew/hipaa/index.asp> and select "Electronic Funds Transfer (EFT) for instructions.