

**South Carolina**  
**DEPARTMENT OF HEALTH AND HUMAN SERVICES**  
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## MEDICAID BULLETIN

**TO: All Dental Providers**

**SUBJECT: Claims Related Issues for the Dental Administrative Service Organization (ASO)**

Effective August 2, 2010, the South Carolina Department of Health and Human Services (SCDHHS) will transfer the administration of the South Carolina Healthy Connections Dental Program to DentaQuest, an Administrative Service Organization (ASO). DentaQuest has been charged with reducing the administrative burden on dental providers, improving utilization management and implementing waste, abuse and fraud prevention procedures.

This bulletin provides further clarification and revisions in SCDHHS policy and guidelines for the Dental program.

**Key Dates for Claims related issues include:**

- **July 9th at 5:00 PM EST** is the last date and time for provider updates. At that time, any additions and deletions will be suspended by SCDHHS Provider Enrollment to allow for the conversion of data. Providers with any change requests submitted to Provider Enrollment after this date must not register in the DentaQuest web portal until the provider has been notified that updates at SCDHHS have been completed.
- **On July 16<sup>th</sup>, SCDHHS claims processing function ends.**
  - The dental claims entry function of the SCDHHS web tool will be disabled at 11:00 PM EST.
  - Paper claims should continue to be submitted to the same mail box and adjudication of these claims will be performed by DentaQuest. ADA claim forms will be accepted in standardized format as with other commercial insurance.
  - Electronic claims submitted through clearinghouses will be forwarded to the DentaQuest portal the following week
- **On July 20<sup>th</sup>,** provider registration begins in the DentaQuest web tool.
- **Beginning August 2<sup>nd</sup>,** all dental provider questions must be directed to the South Carolina DentaQuest Office at
  - 888-307-6553 (Monday through Friday from 8:00am to 6:00pm) or
  - -The DentaQuest web portal at [www.DentaQuest.com](http://www.DentaQuest.com).
- **On July 22nd,** SCDHHS Provider Enrollment resumes entry of provider updates.

- **On July 23rd**, SCDHHS will issue the payment to providers for claims submitted through July 16<sup>th</sup>.
- **August 2nd** is the “Go Live” date for transitioning to the Dental ASO. (Refer to previous Bulletin of June 30<sup>th</sup>, Implementation of the Dental Administrative Services Organization (ASO). All dental and oral surgery claims, including previously suspended claims, must be submitted to DentaQuest.
- **August 13th** is the release date of the initial payment for the DentaQuest weekly adjudicated claims. Provider Remittance Advices, Explanation of Benefits (EOBs) for all adjudicated claims will be available on DentaQuest’s web tool for registered providers.

SCDHHS appreciates the cooperation and patience of dental providers as we make the transition to partner with DentaQuest. Your continued support of the South Carolina Medicaid Program is appreciated. Please refer any questions or concerns regarding this bulletin prior to August 2<sup>nd</sup> 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.