

## Orthodontic Services Transition to DentaQuest/Direct Billing



Task Name	Task Description	Due Date	Notes
Start of Transition Period*	Provider enrollment process starts	Jan. 1, 2022- Feb. 28, 2022	Provider enrollment applications, assistance on as needed basis. Orthodontic providers will be enrolled as provider type 30 (individual) or 31 (group) with specialty 35. Both rendering (individual) provider and the billing (pay to) office must be enrolled.
	Last date of invoicing DHEC	Jan. 10, 2022	This is the last day providers may file/ invoice DHEC for dates of service up to December 31, 2021.
	Transfer of open cases from DHEC to DentaQuest	Jan. 1, 2022- Feb. 28, 2022	Continuation of Care form will be completed for all open cases approved by DHEC. Each case will receive an approved authorization number that provider can include with the claim when filing for the remaining services.
	Provider registration for DentaQuest account	February 2022	Providers will need to obtain log in credentials for the DentaQuest web portal. Providers must use the ADA claim form (version 2012 or later) when filing claims to DentaQuest. Dental providers may choose to submit their claims or prior authorizations to DentaQuest in one of the following formats: <ul style="list-style-type: none"> <li>• <b>Paper format</b></li> <li>• <b>Electronic format</b> via:                             <ul style="list-style-type: none"> <li>➢ DentaQuest's web portal (<a href="http://www.dentaquest.com">www.dentaquest.com</a>)</li> <li>➢ Clearinghouse</li> <li>➢ HIPAA compliant 837D File</li> </ul> </li> </ul>
SCDHHS/ DentaQuest Provider Training	Provider education and training	Feb. 9, 2022	<p>Provider Training (claims and prior authorization filing processes, navigating web portal, and orthodontic services policy and clinical criteria).</p> <p>A recorded provider enrollment training webinar is available as of Dec. 30, 2021, <a href="#">on SCDHHS' CYSHCN webpage</a>.</p> <p>Login information for the Feb. 9 Microsoft Teams meeting:  <b>Time:</b> Feb. 9, 2022, from 12-1 p.m. EST  <b>Join on your computer or mobile app:</b> <a href="#">Click here to join the meeting</a>  <b>Or call in (audio only)</b> by phone: (399)-666-3919; Conference ID: <b>427 074 306</b></p> <p>Providers may also request a personal, in-person or virtual office training by contacting the DentaQuest provider representative, Marva Davis, at (803) 250-9340 or <a href="mailto:marva.davis@greatdentalplans.com">marva.davis@greatdentalplans.com</a></p>
End of Transition Period*	All tasks are completed and ready for production	Feb. 28, 2022	
SCDHHS Go-Live Date	Implementation of the new process	March 1, 2022	Providers can start filing authorizations for new orthodontic cases Providers can start filing claims for existing open cases, for which they have received notification of case transfer from DentaQuest.

\*Transition Period - To allow for a smooth transfer of open cases, implementation of policy and provider enrollment process. Effective Jan. 1, 2022, through Feb. 28, 2022.

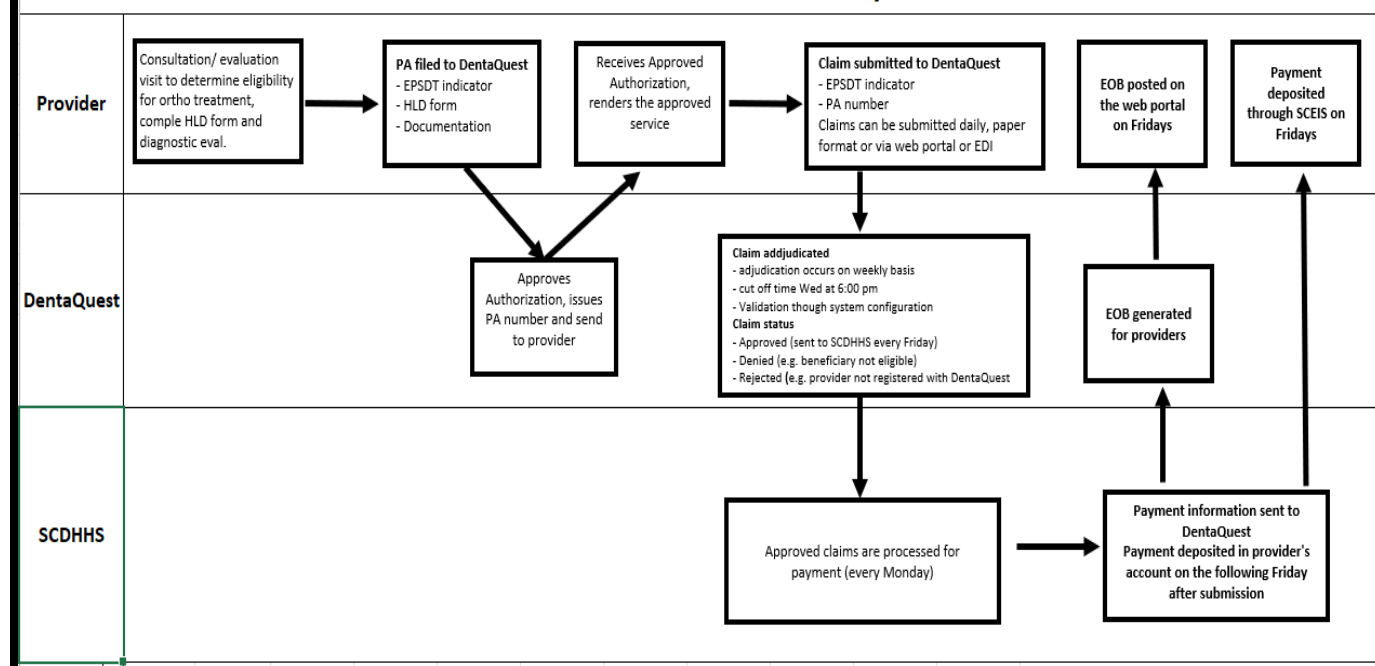
### Core Provider Enrollment Checklist Items

- Organization name
- Organization address
- Physical location phone number
- County name
- Employer Identification Number (EIN)
- Medicare number (if applicable)
- NPI number and taxonomy code
- Name, phone number and email address of authorized individual for the organization
- Social Security number (SSN) and date of birth of the authorized individual for the organization
- Contact person name, phone number and email address
- Individual officer, Director of Managing Employee Name, SSN, and date of birth
- Certification information (if applicable)
- Trading partner (electronic data interchange) information for claims submission
- Electronic funds transfer (EFT) banking information

### Claims Filing Format and Platform

- **Paper format** (via mail):  
DentaQuest, LLC  
P.O. Box 2136  
Columbia, SC 29202-2136
- **Electronic format** via:
  - DentaQuest's web portal ([www.dentaquest.com](http://www.dentaquest.com))  
First time users will have to register by utilizing the business's NPI or TIN, state, and zip code. Login credentials for the web portal can be issued only after provider's enrollment is completed with SCDHHS.
  - Clearinghouse  
DentaQuest accepts claims from the following, but not limited to, clearinghouses:
    - ✓ Emdeon: (888) 255-1293
    - ✓ Tesia: (800) 724-7040
    - ✓ EDI Health Group: (800) 576-6412
    - ✓ Secure EDI: (877) 466-9656
    - ✓ Mercury Data Exchange: (866) 633-1090
 Provider's software vendor must include DentaQuest Government Payer ID CX014 and/or the address below for electronic claims:  
DentaQuest Government  
P.O. Box 2136  
Columbia, SC 29202-2136
  - HIPAA-compliant 837D File  
For providers who are unable to submit electronically via web portal or a clearinghouse, DentaQuest will work directly with the provider to receive their claims electronically via a HIPAA-compliant 837D file from the provider's practice management system. Please email [EDITeam@greatdentalplans.com](mailto:EDITeam@greatdentalplans.com) to inquire about this option for electronic claim submission.

### Prior Authorizations and Claims Cycle



### Provider Training

SCDHHS and DentaQuest will conduct a provider training on Feb. 9, 2022, at 12 p.m. via:

#### Microsoft Teams meeting

**Time:** Feb. 9, 2022, from 12-1 p.m. EST

**Join from your computer or mobile app:** [Click here to join the meeting](#)

**Or call in (audio only) by phone:** (399) 666-3919; Conference ID: **427 074 306**

Providers may also request a personal, in-person or virtual office training by contacting the DentaQuest provider representative, Marva Davis at (803) 250-9340 or [marva.davis@greatdentalplans.com](mailto:marva.davis@greatdentalplans.com).