

# VIRGINIA PROVIDER TRAINING



*Smiles For Children  
May 2023*



**Smiles For Children**  
*Improving Dental Care for Children and Adults*

**DentaQuest** 

# Training Topics

- Introductions
- Office Reference Manual (ORM)- Updates
- Denture/Extraction Reminder and Billing
- Submission of Corrected Claims
- Submission Requests for Voiding Claims
- Re-Cred Reminder
- Return to “Normal” Member Enrollment
- License Renewal Reminder
- Delayed Remittance Reminder
- Upcoming Webinars and Free CEU Courses
- Dental Home-Introduction
- DMAS Website and Link
- DentaQuest Virginia Provider Partner Team



# OFFICE REFERENCE MANUAL UPDATES



# Office Reference Manual Changes-Updated Codes-Effective January 1, 2023

CDT CODE-UPDATED CODES	CHANGE	SUBGROUP
D0210	Nomenclature change: intraoral complete “comprehensive” series of radiographic images	Under 21, Over 21
D9110	Benefit limitation change: now allowable per visit	All Sub-groups



\*All changes noted above are effective for dates of service on and after January 1, 2023.

# Office Reference Manual Changes-Added Codes-Effective January 1, 2023

ADDED CODES	DESCRIPTION	FEE
D0372 (VA SFC Over 21)	A radiographic survey of the whole mouth intended to display the crowns and roots of all teeth, periapical areas, interproximal areas and alveolar bone including edentulous areas.	\$93.48
D0373 (VA SFC Over 21)	intraoral tomosynthesis – bitewing radiographic image	\$14.53
D0374 (VA SFC Over 21)	intraoral tomosynthesis – periapical radiographic image	\$14.53

## ORM Section - Prosthodontics, removable:

Language update: Billing and reimbursement for cast crowns, post and cores, or removable prosthetics shall be based on the cementation or insertion date.

Billing and reimbursement for removable prosthetics, to include dentures, immediate dentures and partials, shall be based on the insertion date of the application in the mouth. Removable appliances first placed by the Oral Surgeons may not be billed by the general dentist until the surgeon has made the actual delivery and placed into the patients' mouth.



**\*All changes noted above are effective for dates of service on and after January 1, 2023.**

# Office Reference Manual Changes-Effective June 2, 2023

## Clinical Criteria section (15.00) of the ORM-Language Update

Prosthetic appliances whether removable or fixed cannot be billed until completion/final delivery date. This completion date is when the member leaves with the crown, bridge, denture or partial in the mouth and functioning properly. The completion date for immediate dentures and immediate partials is the date that the remaining teeth are removed and the partial or denture is inserted. When the remaining teeth are removed by an oral surgeon or dentist other than the dentist who fabricated the appliance, the completion date for billing purposes is after all necessary extractions are done. The dentist fabricating the appliance cannot bill in front of the dentist removing the teeth. Immediate appliances require the extraction dental codes to be submitted first which allows the billing process to recognize and allow payment for the immediate prosthesis. The completion date for fixed appliances, such as bridges, crowns, onlays, and inlays is the cementation date for the final cement being used.

Fixed prosthetics that are cemented in a temporary way for further evaluation is not considered a final cementation.

The completion date for endodontic treatment is the date all the canals are permanently filled.”



# Office Reference Manual Changes-Effective June 2, 2023

**Removal of code-D1355-Caries Preventive Medicament Application-  
per tooth.**

**\*This code will not be covered for dates of service on and after June 2,  
2023**

# REMINDER: DELIVERY DATE FOR DENTURES, PARTIALS AND CROWNS





# Reimbursement/Bill Date Reminder

Payment for any removable/fixed prosthetics is based on date of delivery. Delivery is defined as the date the appliance was “placed” in the mouth. **\* Hand delivering the prosthetics to take to the oral surgeon is not considered a delivery.**

Example:

- Prep date 5/1/2023 (impression date)
- Seat /Insertion/Cementation/Delivery date 5/15/2023
- Bill date should be 5/15/2023
- Only exception is when member must see OS to have teeth removed for immediate denture placement. You must coordinate with the OS on the date the appliance was placed
- Billing for services for removable/fixed prosthetics should occur after any necessary extractions have been completed

**\*Member must be eligible on the date of service (delivery date) for the service to be covered\***



# REMINDER : CORRECTED CLAIM SUBMISSIONS



# Proper Submission for Corrected claims

You can submit corrected claims via paper or on the DentaQuest Provider Portal

- Via Paper
- Corrected claim requests must be submitted on an ADA claim form (our automated system will only recognize ADA claim forms)
- In box 35, include note stating this is a “corrected claim” and include original claim number
  - State the correction
    - i.e., missing EOB attached, incorrect tooth number, incorrect billed amount, etc.
- Via Portal
- Submit using the dental claims entry
- Add your note for the corrected claim in the “notes” section as stated above

**\*If not noted as corrected claim, the claim will deny as a duplicate or as an untimely filing if after 180 days of the original date of service**



# HOW TO REQUEST VOID CLAIMS/AUTHORIZATIONS



# Requests to Void Claims

Claim Void requests must be submitted on an ADA claim form

- Must submit with note in box 35 to void claim.
- Include original claim number.
- Remember, void request must be on an ADA claim form to be recognized by our system.
  - It is acceptable to submit the original claim number noting in box 35 to void claim# or void specific code/line.
  - It is acceptable to submit the request via the Provider Web Portal under the “contact DentaQuest” in the Tool Section of the portal.

**\* You must select “claim” NOT “appeal” and request to void the claim and include the claim number**



# RECREDEINITIALING UPDATES AND REMINDERS



# Re-Credentialing Policies

## Re-Credentialing

Re-cred is due every 3 years from the last credentialing date of the provider.

- The following documents are required for the re-credentialing process:
- An updated CAQH, DentaQuest, or **SFC** provider application
- Recently dated Attestation Form
- Current Malpractice Liability Policy
- Disclosure of Ownership (required every 3 year)
- Emails are generally sent to the email address on file, 3-4 months prior to the re-cred due date.

**\*Please be aware that at the end of the PHE, May 11, 2023, DentaQuest will resume all recredentialing requirements. Providers should complete recredentialing paperwork timely to ensure there is no disruption in payment. Failure to complete recredentialing timely will result in provider terminations.**



# Sample Recredentialing Letter

DentaQuest<sup>®</sup>

Date

Provider Name  
Address  
City, St Zip

## It's Time for you to be Recredentialed!

Dear «salutation\_of\_provider» Provider,

Thank you for participating in the DentaQuest Network. In accordance with the National Committee for Quality Assurance guidelines, providers are required to undergo recredentialing every three years. This letter is to inform you that your credentials will expire on **MM/DD/YYYY**.

Please submit your application within the next two weeks to ensure there is no lapse in your participation and payment of claims is not interrupted.

Complete your recredentialing application by going to the link below.

<https://dentaquest.com/dentists/reccredentialing/>

Please include the following:

- Current copy of your professional malpractice insurance policy (document must include the policy number, effective date, expiration date, coverage limits and carrier name)
- Detailed disclosures for any professional liability claim or license sanctions

Please contact us at 1-800-233-1468 with any questions. Thank you again for being a part of our network. As a result of your efforts, more patients are experiencing improved oral health.

Sincerely,



Clayton Jenks  
Supervisor, Provider Enrollment and Credentialing





# RETURN TO “NORMAL” ENROLLMENT

# What a provider needs to know regarding PHE ending and Back to “Normal” Enrollment

**PHE end date is May 11, 2023**

Redetermination of member enrollment

- Initiate redeterminations- Virginia 12-month period is March 2023-February 2024, with March and April 2024 as clean-up months.
- Member renewal notifications will be sent based on the renewal calendar over a 12-month period, from March 2023 – February 2024. Individuals are given 30 days to complete their renewal form however, all members are allotted a 90-day reconsideration period if coverage is closed due to not completing the paperwork timely. This means that individuals may complete the renewal process up to 90 days after closure.
- Members could be placed into a different sub-group (such as from Pregnant member to Adults over 21) during the redetermination period

# What a provider needs to know regarding PHE ending and Back to “Normal” Enrollment

## IMPORTANT REMINDER

- **Please remember to check eligibility and verify member coverage prior to every appointment**
- If coverage is not in place on the day the service was performed, reimbursement cannot occur.
- Service authorizations are only in effect if the individual is covered by Medicaid on the actual date of service.
- \*Providers are encouraged to remind members to update their address and email information to ensure any communication regarding their renewal responsibilities makes it to them timely. If members have questions, they can
  - Call Cover Virginia 855-242-8282
  - Go to [coverva.org](http://coverva.org), Mon-Fri 8am-7pm and click on the “Ask Us Anything” button
  - Submit changes online at [commonhelp.virginia.gov](http://commonhelp.virginia.gov)

# VIRGINIA LICENSE RENEWALS

# Virginia Dental License Renewal Reminder

- Federal law prohibits payment of Medicaid funds to providers whose licenses are expired. To ensure uninterrupted claims payment, all participating providers must have an active dental license.
- Virginia dental licenses expire at end of the provider's birth month; DentaQuest strongly encourages you to renew your license BEFORE end of your birth month to avoid any interruption in claim payments.
- Please verify that your VA license is renewed.
  - Visit the Virginia Department of Health Professions website at: <https://dhp.virginiainteractive.org/Lookup/Index>

\*\*\*Renewed Anesthesia permits will need to be updated with DentaQuest upon receipt of new expiration date

**\*\*\*Dental providers whose licenses are not renewed by end of their birthday month will not receive claim payments until proof of a renewed license has been provided to DentaQuest.**



# DELAYED REMITTANCE REMINDER



# July Annual Delayed Payment Reminder

As a result of the Virginia Appropriation Act, the remittance that normally would be processed on Friday, June 30, 2023, will instead be processed on Friday, July 1, 2023

- All claims received between the dates of June 9, 2023, through June 21, 2023, will be processed and reflected in a single remittance dated July 1, 2023
- **No claim payments will be issued to providers during the week of June 26-June 30, 2023**
- **Claim payments will resume the week of July 3-7, 2023**
- Plan accordingly for this delay in claims payment
- DMAS and DentaQuest **will not** issue advance pays associated with this delay



# UPCOMING WEBINARS, COURSES, AND FORUMS





# Webinars, Free CEU Courses and Forums

- **Self Pace Courses offered by CareQuest Institute for Oral Health**  
(<https://www.carequest.org/>)
  - **Dental Fear and Anxiety: Why It Exists and What Providers Can Do to Help**
    - One hour course
    - Earn 1 Free ADA CERP credit
  - **Understanding and Providing Trauma-Informed Oral Health Care**
    - One hour course
    - Earn 1 Free ADA CERP credit

# Webinars, Free CEU Courses, and Forums

- The Civil Rights Unit of DMAS is launching a **2023 Forum on Language & Disability Access** to better understand and meet the language and disability needs of communities. The forum will consist of a series of public virtual webinars to consult and engage with Virginia Medicaid stakeholders. The forum is open to the public, and we will hear from community stakeholders and state agencies who have implemented these best practices and how it has resulted in increased access to their services for individuals with limited English proficiency and individuals with disabilities.
  - Monday, May 15, 2023, from 1 - 3 p.m., EST
  - Register for the event in advance, as space is limited at <https://www.dmas.virginia.gov/for-members/forum-on-language-and-disability-access/>
  - Questions related to the forum can be emailed to [civilrightscordinator@dmas.virginia.gov](mailto:civilrightscordinator@dmas.virginia.gov).



# Webinars, Free CEU Courses, and Forums

Celebrate National Disability Awareness Month with a Two day, in-person course, offered by the Virginia Department of Health in partnership with Virginia Health Catalyst, Virginia Dental Association Foundation, and Virginia Commonwealth University Department of Pediatric Dentistry

- <https://www.vahealthcatalyst.org>
- Location: Southern Virginia Higher Education Center, 820 Bruce Street, South Boston, VA 24592
- When: June 23-24, 2023 (Friday and Saturday)
- Dental providers can update their knowledge in special needs dentistry. Registrants will learn treatment planning to address risk vs. benefit; disability etiquette; integration of special needs dentistry into your practice.
- Register for the event in advance online at <https://bit.ly/IDCSouthBoston>
- Questions related to this training can be emailed to [kami.piscitelli@vdh.virginia.gov](mailto:kami.piscitelli@vdh.virginia.gov)
  - Earn up to 11 Free ADA CERP credits



# COMING SOON: DENTAL HOME



# Dental Home-Definitions and Benefits

## Definitions

- “The dental home is the ongoing relationship between the dentist and the patient, inclusive of all aspects of oral health care delivered in a comprehensive, continuously accessible, coordinated, and family-centered way.”
- American Academy of Pediatric Dentistry (AAPD)

## Benefits

- Consistent place to receive care
- Comprehensive oral health care, including:
  - Individualized preventive dental health plan
  - Assessment for oral diseases
  - Plan for acute dental trauma
  - Dietary counseling
  - Referrals to dental specialists
- Supports continuity of care



# Dental Home-Coming Soon to Virginia *Smiles For Children!*

DentaQuest will be implementing Dental Home for the Virginia *Smiles For Children* program. The purpose of the Dental Home is to build a strong relationship between primary care dental offices and patients.

## Dental Home FAQs:

- **Am I only allowed to treat members assigned to my office?**
- Members are not required to be assigned to your office to receive treatment; however, they must be eligible under *Smiles For Children*, and you must be a participating provider.
- **How will a member know they are assigned to our office?**
- The member is sent a postcard including the name, address, and telephone number of their assigned dental home
- **Can we request a member's dental home be changed to our location?**
- No. The member or guardian must request to change the dental home. You may call the Customer Care number for them, but they must be on the phone to authorize the change
- **What if I treat a member who is not assigned to my office roster?**
- Submission of a claim will reassign the member to your office



# Dental Home Member Roster View on Portal

The screenshot shows the 'Patient' menu with 'Panel Roster' selected. The 'Panel Roster' page title is highlighted. A text box explains that the page is for viewing members assigned to a dentist as a primary care physician (PCP). The search form includes fields for 'Locations', 'Member Last Name', 'Member First Name', and 'DOB', with a 'Search' button. A text box points to the 'Locations' dropdown, stating 'Choose a Service Office from the Locations Drop Down List.' Below the search form, the page title is 'Member(s) as of 09/19/2011 01:18:20 PM'. A table header is visible with columns: Member Name, Member Number, DOB, Plan, Address, and Home Phone. The table content shows 'No Results Found'. A text box points to this area, stating 'The member list will populate for the Service Office chosen'.

**Patient**

- Member Eligibility Search
- Broken Appointment
- Panel Roster**

## Panel Roster

This page enables you to view a list of members currently assigned to a dentist as primary care physician (PCP).

**Select a Provider**

Locations

Member Last Name

Member First Name

DOB  (mm/dd/yyyy)

**Member(s) as of 09/19/2011 01:18:20 PM** [Download File](#) [Printer Friendly Format](#)

Member Name	Member Number	DOB	Plan	Address	Home Phone
No Results Found					

# DMAS Website-SFC Program Link

<https://dmas.virginia.gov/for-providers/dental/for-dentists/>



[Sitemap](#) [MES Portal](#) [Skip to Main Content](#)

Search the site



[Applicants](#) [Members](#) [Providers](#) [Appeals](#) [COVID-19](#) [Data](#) [About Us](#)

## Virtual Lunch & Learn Career Day

Are you curious about what it's like to work for DMAS? Join us virtually on May 3, 2023, from 12 to 1 p.m. to learn more about Virginia's Medicaid agency and how you can join our team!

[Register for Career Day](#)

Sign up to get the latest news from Virginia Medicaid

[Subscribe Now](#)

## Member and Provider Services



### Members

Learn about Virginia's Medicaid and FAMIS programs for children, pregnant women and adults.

[More for Members](#)



### Providers

Outreach materials, Hospital Presumptive Eligibility Information (HPE) and more.

[More for Providers](#)



### Data

DMAS provides a number of sources of data including for Medicaid Expansion and Enrollment Data.

[DMAS Data](#)



### News and Updates

View the latest news and updates from the Department of Medical Assistance Services.

[Go to News and Updates](#)



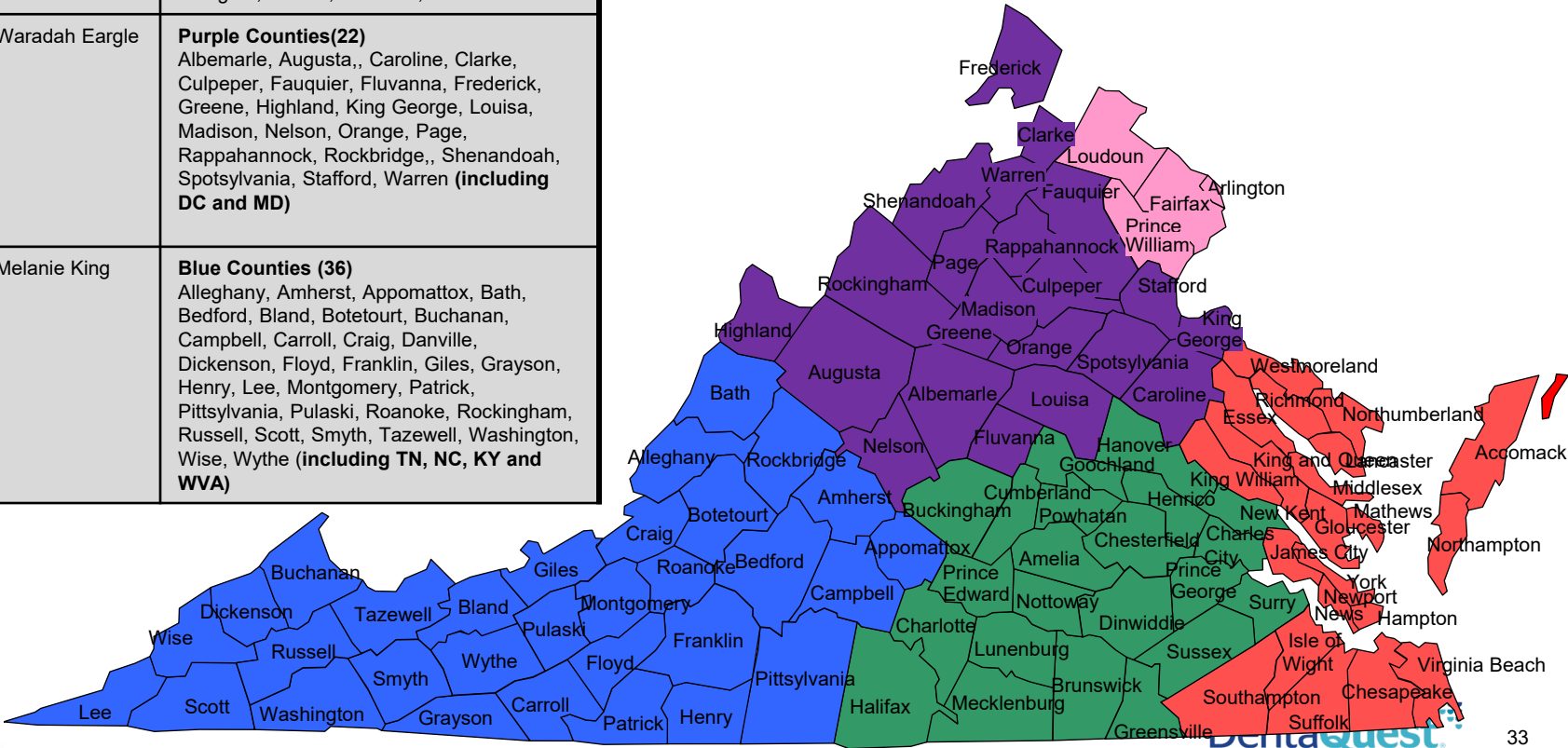
**Smiles For Children**  
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**DentaQuest**



# VA Provider Partners County Assignments

Region	Rep Name	Assigned Counties
Central	Bridget Hengle	<b>Green Counties (23)</b> Amelia, Brunswick, Buckingham, Charles City, Charlotte, Chesterfield, Cumberland, Dinwiddie, Goochland, Greensville, Halifax, Hanover, Henrico, Lunenburg, Mecklenburg, New Kent, Nottoway, Powhatan, Prince Edward, Prince George, Richmond, Surry, Sussex
Eastern	Bridget Hengle	<b>Red Counties (20)</b> Accomack, Chesapeake, Essex, Gloucester, Hampton, Isle of Wight, James City, King and Queen, King William, Lancaster, Mathews, Middlesex, Newport News, Northampton, Northumberland, Southampton, Suffolk, Virginia Beach, Westmoreland, York
Northern	Waradah Eargle	<b>Pink Counties (4)</b> Arlington, Fairfax, Loudoun, Prince William
Northwest	Waradah Eargle	<b>Purple Counties(22)</b> Albemarle, Augusta,, Caroline, Clarke, Culpeper, Fauquier, Fluvanna, Frederick, Greene, Highland, King George, Louisa, Madison, Nelson, Orange, Page, Rappahannock, Rockbridge,, Shenandoah, Spotsylvania, Stafford, Warren ( <b>including DC and MD</b> )
Southwest	Melanie King	<b>Blue Counties (36)</b> Alleghany, Amherst, Appomattox, Bath, Bedford, Bland, Botetourt, Buchanan, Campbell, Carroll, Craig, Danville, Dickenson, Floyd, Franklin, Giles, Grayson, Henry, Lee, Montgomery, Patrick, Pittsylvania, Pulaski, Roanoke, Rockingham, Russell, Scott, Smyth, Tazewell, Washington, Wise, Wythe ( <b>including TN, NC, KY and WVA</b> )



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