

DentaQuest ensures access to care and education during COVID-19

DentaQuest remains dedicated to supporting the health and oral health professionals who are relied upon by our communities. While information on COVID-19, also known as coronavirus, and its spread will continue to evolve, we will provide crisis support and deliver on our mission: to improve the oral health of all. You can keep up to date with DentaQuest's latest responses to the COVID-19 outbreak at dentaquest.com.

Access to Care

DentaQuest providers should have received a survey by email asking if you are accepting urgent and emergency cases. DentaQuest is using the results of that survey to properly direct members to care, as needed. If you didn't receive the survey or would like to change your response, please contact your Provider Partner or at standardupdates@dentaquest.com.

Oral Health Advancement

The latest communications brief from the experts at the DentaQuest Partnership for Oral Health Advancement, [Teledentistry: Providing Access to Care During the COVID-19 Crisis](#), addresses how teledentistry can benefit health care during this critical and extraordinary time as we – patients, providers and states – face the COVID-19 pandemic. For a deeper look into the areas that state policymakers can address to support broader adoption of technology and tools, such as teledentistry, read the Partnership's white paper [Fast-Track to Teledentistry: Removing Barriers to Care While Maximizing Health](#).

Reimbursing Teledentistry

Currently, DentaQuest is reimbursing providers to remotely perform all plan-specific covered benefits for covered DentaQuest members via teledentistry, unless DentaQuest is prohibited from doing so by state, health plan or other requirements. DentaQuest continues to work with our networks to ensure providers are aware of teledentistry options and how to properly document and submit claims. If you have questions, contact your provider partner.

Teledentistry Codes Coming Soon

As a result of COVID-19, various federal and state government bodies are expanding providers' ability to deliver teledentistry services across the country. DentaQuest is working to configure our systems in appropriate markets using published American Dental Association teledentistry codes to accurately process teledentistry submissions from providers who evaluate, diagnose and develop treatment plans for patients remotely through video or phone technology.

Continuing Education

Providers may find themselves with more time while patients are holding off on routine care. And, many states are relaxing their CE requirements that normally require in-person training. DentaQuest has several continuing education (CE) courses available online. Check out these continuing education options:

- Infection Control & Preventive Care During a National Health Care Crisis Online Course (coming soon): Earn 1.5 CE credits soon with this online offering that was rapidly built after the DentaQuest Partnership for Oral Health Advancement held two live webinars on the topic and both reached capacity.
- The Role of Teledentistry During a Public Health Crisis Online Course (coming soon): This online offering will be available soon for 1.5 CE credits. This content was built from the recordings of two live webinars held by the DentaQuest Partnership for Oral Health Advancement.
- Online Learning Center: The DentaQuest Partnership for Oral Health Advancement is an ADA CERP Recognized Provider and offers approximately 20 free CE credits. Browse the online course options in the DentaQuest Partnership Online Learning Center.

[Sign up for the partnership email to find out about these and other learning opportunities.](#)

Converting to 100% Electronic Provider Communication

Because necessary restrictions on mailroom and personnel may cause significant delays, DentaQuest has moved all claims and authorizations to the electronic data interchange (EDI) and will issue payments via electronic funds transfer (EFT). To participate, create a DentaQuest provider web portal account, sign-up for EFT and switch to exclusive use of EDI.

In addition to viewing and printing EOBs in the provider portal, you can also verify member eligibility, submit claims and authorizations, verify benefits and much more – all in real-time, 24 hours a day, 7 days a week. For help, contact standardupdates@dentaquest.com or your local provider partner via email or phone.