

DentaQuest Implementation Provider FAQs

Q: When will DentaQuest become effective as the dental vendor for Senior Whole Health?

A: DentaQuest will be effective on 1/1/2021.

Q: Will the dental benefits for Senior Whole Health members change?

A: Dental benefits are reviewed annually. Changes are reflected in the Office Reference Manual (ORM) on 01/01 of each year. Please reference the below link to verify any changes:

- <https://dentaquest.com/state-plans/regions/newyork/dentist-page/>

Q: Where can Providers access the DentaQuest provider directory?

A: The DentaQuest provider directory can be found at:

https://dentaquest.healthsparq.com/healthsparq/public/#/one/city=&state=&postalCode=&country=&insurerCode=DENTAQUEST_I&brandCode=DENTAQUEST

Q: How do I contact DentaQuest if I have questions?

A: DentaQuest Provider Services:

Phone: 1-888-308-2508

Email: Claims questions: denclaims@dentaquest.com
Eligibility or benefit questions: denelig.benefits@dentaquest.com
General questions: NYProviderEngagement@dentaquest.com

Mail: PO Box 2906, Milwaukee, WI 53201-2906

Fax: Claims/payment issues: 1-262-241-7379
Claims to be processed: 1-262-834-3589
All other: 1-262-834-3450

Q: Where do dental providers submit claims?

A: Electronic Claims should be sent online at <https://govservices.dentaquest.com>. If you're sending claims through a Clearinghouse, please use payer ID **CX014**. You will also need to include the DentaQuest address on all electronic claims:

DentaQuest
PO Box 2906
Milwaukee, WI 53201-2906

Q: How can Dental Providers request authorization?

A: Authorizations can be submitted online at <https://dentaquest.com/dentists/> or they can be mailed to:

DentaQuest
PO Box 2906
Milwaukee, WI 53201-2906

Q: What is the appeal address for DentaQuest?

A: Provider appeals should be sent to:

DentaQuest
Utilization Management/Provider Appeals
PO Box 2906
Milwaukee, WI 53201-2906

Member complaints and appeals can be submitted by phone at 1-855-393-3154 or by mail:

DentaQuest
Complaints and Appeals
PO Box 2906
Milwaukee, WI 53201-2906

Q: How do providers become a participating provider with DentaQuest?

A: Please visit <https://dentaquest.com/dentists/> to complete an online credentialing application or call 1-888-308-2508.

Q: How will DentaQuest handle continuity of care for treatment already in progress which was started prior to 1/1/2021? Will DentaQuest have a record of the members claim history?

A: Yes. Senior Whole Health has provided DentaQuest with all Skygen claim and authorization history to ensure a seamless transition.

Q: Will my patients receive new ID cards?

A: Yes, new ID card will be distributed to the members by mail.

As we approach this change, we are committed to assisting you and your patients during the transition. If you have further questions, please call the Senior Whole Health Provider Relations department at 1-877-353-9819 or email SWHProviderRelationsNY@Magellanhealth.com.

Thank you for providing dental care to our Members.