



December 16, 2021

RE: Dental Benefit Administrator Change

Dear Valued Provider,

My Choice Wisconsin is writing to provide an update to our previous communication sent on December 3rd regarding the upcoming change with the MCO's dental benefit administrator from Dental Professionals of Wisconsin (DPOW) to DentaQuest **effective January 1, 2022**. As a reminder this change is effective for the following plans: **SSI, Dual Advantage and Partnership**.

My Choice Wisconsin is diligently working with DentaQuest to ensure a smooth transition of services from DPOW to DentaQuest for our members.

What You Need to Know:

- **UPDATE** - DPOW **will not** process any claims received after **December 31, 2021**.
 - DPOW's timely filing is 90 days from the date of service. Claims with dates of service of **October 1, 2021** through **December 31, 2021** that **are not** received by DPOW by **December 31, 2021** should be sent to DentaQuest for processing.
- New authorizations and claims for dates of service **January 1, 2022**, and forward for **SSI, Dual Advantage and Partnership** will be processed by DentaQuest.
- If you already have an open/effective authorization in place for SSI and Partnership programs with DPOW for services to be rendered after December 31, 2021, it will be honored by DentaQuest for 90 days or through **March 31, 2022**.
- **UPDATE** - Your provider contact at DentaQuest is Cody Tonsor. He can be reached at Cody.tonsor@dentaquest.com

What You Need to Do:

- If you are not already contracted with DentaQuest, please reach out to them immediately to start the credentialing process or visit the website below to access the online credentialing application:
 - Online Credentialing Application: <http://www.dentaquest.com/dentists> – Click link and complete application
 - Phone: (800) 233-1468
 - E-mail: initialproviderenrollment@dentaquest.com (*new/initial credentialing requests*)
- Obtain an authorization for new services from DentaQuest after **January 1, 2022**:
 - **UPDATE**- Via Fax using the attached form: (262) 834-3589
 - Direct entry on the web – www.dentaquest.com (*login ID and password required*)

- **UPDATE** - *For claims with dates of service **October 1, 2021 through December 31, 2021** that have not been submitted to DPOW by **December 31, 2021**, please submit these claims to DentaQuest.

- **PAPER CLAIMS for SSI / Partnership:**

DENTAQUEST of WI – Claims

P.O. Box 2906

Milwaukee, WI 53201-2906

- **EDI CLAIMS for SSI / Partnership:**

Direct entry on the web – www.dentaquest.com (*login ID and password required*)

OR

Via Clearinghouse – Payer ID CX014

Include address on electronic claims –

DentaQuest, LLC

P.O. Box 2906

Milwaukee, WI 53201-2906

***Corrected claims not submitted to DPOW by December 31, 2021 with dates of service October 1, 2021 through December 31, 2021, please submit these claims to DentaQuest as stated above.**

- Submit all claims to DentaQuest for dates of service **January 1, 2022** and forward to:

- **PAPER CLAIMS for SSI / Partnership / Dual Advantage**

DENTAQUEST of WI – Claims

P.O. Box 2906

Milwaukee, WI 53201-2906

- **EDI CLAIMS for SSI / Partnership / Dual Advantage:**

Direct entry on the web – www.dentaquest.com (*login ID and password required*)

OR

Via Clearinghouse – Payer ID CX014

Include address on electronic claims –

DentaQuest, LLC

P.O. Box 2906

Milwaukee, WI 53201-2906

- To check claim status:

- For Date of Service 1/1/22 and forward, contact DentaQuest by:

- Phone: (855) 453-5287

- Email: denclaims@dentaquest.com

- Fax Numbers:

- Claims to be processed: (262) 834-3589

- All other: (262) 834-3450

We appreciate your dedication and service to My Choice Wisconsin members and look forward to continuing to work with you through DentaQuest.

Sincerely,

My Choice Wisconsin, Inc.