

# Provider Memorandum

## Reminder: Molina Partnering with DentaQuest Beginning January 1, 2023

Molina Healthcare of Illinois (Molina) reminds providers that DentaQuest will become our dental vendor/partner for Medicaid and MMP/Duals beginning **January 1, 2023**. Avësis Vision will continue as our vendor for routine vision services.

Benefits will remain the same for members. Through DentaQuest, members can receive basic/routine dental care, including two annual exams. Members don't need Prior Authorization (PA) for routine dental care.

We encourage all dental providers to contract with DentaQuest to prevent any service disruptions or gaps in care for members.

### Member Transition

To ensure no disruption to members, DentaQuest will allow 90 days for continuation of care from the start of the program on January 1, through March 31, 2023. This means you can continue to treat members while your providers are being enrolled with DentaQuest.

Claims submitted during this period must be accompanied by a W-9 form. If you have not done so already, please send all enrollment documentation to DentaQuest to remain eligible to bill for services rendered to Molina members after the 90-day continuation of care period has ended on March 31, 2023.

### Timely Filing and Filing Claims

Providers should submit claims directly to DentaQuest for dates of service on and after January 1, 2023. When submitting claims, please follow timely filing guidelines of 180 days for Medicaid, and 365 days for MMP/Duals. **Note:** DentaQuest's Payer ID is **CX014**.

### Sending Claims to DentaQuest:

- Online: [dentaquest.com](https://dentaquest.com) (portal: [govservices.dentaquest.com](https://govservices.dentaquest.com))
- Fax: (262) 834-3589

### Contacting DentaQuest:

- UM phone: (800) 294-9650
- Claims questions: [denclaims@DentaQuest.com](mailto:denclaims@DentaQuest.com)
- Claims/payment issues fax: (262) 241-7379

Providers currently serving or who plan to serve the dental needs of Molina members on or after January 1 must be contracted with DentaQuest prior to providing services. Please visit [dentaquest.com/dentists](https://dentaquest.com/dentists) to learn about contracting with DentaQuest, or call DentaQuest Provider Services at **(800) 508-6780**.

### **Member ID Cards**

Molina Medicaid members will receive new Member ID cards with the updated dental number. Nothing else on the Member ID Card will change. Member ID cards will not be reissued for Molina MMP members.

### **Questions?**

We're here to help. Contact your Provider Network Manager or email the Provider Network Management team at [MHILProviderNetworkManagement@MolinaHealthcare.com](mailto:MHILProviderNetworkManagement@MolinaHealthcare.com). For help identifying your Provider Network Manager, visit [Molina's Service Area](#) page at [MolinaHealthcare.com](https://MolinaHealthcare.com).

### **Availity Provider Portal**

We continue our transition to the Molina Availity Provider Portal, a tool that streamlines your claims management, authorizations, and eligibility/benefit verification. Are you registered? [Click here](#).

### **Get Critical Updates**

Receive news and updates about Molina services and plan requirements delivered straight to your inbox! [Click here](#) to join Molina's provider email list.

**Note:** Molina's website and documents are best viewed in Google Chrome or Microsoft Edge.