



Keystone First

Community HealthChoices

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August 2024 Keystone First Community HealthChoices Dental Supplement DentaQuest Transition Updates	Page
Phone numbers – updated to DentaQuest phone numbers. The new provider services phone number is 1-855-343-7401	Throughout the document
Technology tools: Updated Provider Services website to DentaQuest website. The website is https://www.dentaquest.com/en/providers/Pennsylvania	6 and throughout document
Provider Web Portal Registration & Introduction	
Revised section and updated provider portal website photo	8
Participant Eligibility Verification Procedures and Services to Participants	
Keystone First CHC Eligibility Systems: updated how to access eligibility information	9
Directions for using the IVR system to verify eligibility: updated directions and IVR system phone number	10
Authorizations – Prior Authorization, Retrospective Review, and Documentation Requirements	
Added additional information about authorization requests and updated address where prior authorizations can be mailed	13
Procedures Requiring Prior Authorization: added section	14
Retrospective Review: added that certain codes may only be authorized via retrospective review due to documentation requirements which are obtained after completion of services or the inability to determine medical necessity pre-operatively	14-15
Claim Submission Procedures: updated to four possible formats a dental claim can be received by the Plan.	15
Electronic Claim Submission Utilizing DentaQuest’s Website: revised section	15
Electronic Claim Submission via Clearinghouse: updated Plan’s payer ID to CX014	
Electronic Claim Submission via HIPAA Compliant 837D or 837P File: added section	16
Paper Claim Submission: Updated claims and corrected claims address	16-17 and throughout
Dentist Appeal and Dispute Procedures: Updated Appeals and Disputes address	22 and throughout
Clinical Criteria for Prior Authorization of Routine and Emergency Treatment	
Updated list that requires authorization and retrospective review	32-41
Updated Dental Benefits Grid	41-61