

Phone numbers – updated to DentaQuest phone numbers. The new provider services phone number is 1-855-343-7401  Technology tools: Updated Provider Services website to DentaQuest website. The website is https://www.dentaquest.com/en/providers/Pennsylvania 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  Directions for using the IVR system to verify eligibility: updated directions and IVR system phone number  Authorizations – Prior Authorization, Retrospective Review, and Documentation Requirements  Added additional information about authorization requests and updated address where prior authorizations can be mailed  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 preoperatively  Claim Submission Procedures: updated to four possible formats a dental claim can be received by the Plan.  Electronic Claim Submission Utilizing DentaQuest's Website: revised section  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  Updated list that requires authorization and retrospective review  Updated list that requires authorization and retrospective review  Updated Dental Benefits Grid	August 2024 Keystone First Community HealthChoices Dental Supplement DentaQuest Transition Updates	Page
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