



August 24, 2020

Re: Continuity of Care Reminder

Dear Dentists,

September 1, 2020, marks the beginning of the new HHSC Dental Services Contract for the Medicaid and CHIP programs. DentaQuest would like to remind all providers of the "Continuity of Care" process. Any new DentaQuest member receiving services through an approved authorization from either another Dental Contractor or Fee-for-Service (FFS) provider will continue to receive services for the same amount, duration, and scope for the shortest period of one of the following:

- 90 calendar days after transition to DentaQuest;
- Until the end of the current authorization period, or
- If services to be rendered have changed, until DentaQuest has evaluated and assessed the previous authorization and issued or denied a new authorization.

If the treating provider is Out-of-Network (OON), DentaQuest will reimburse the provider for Medically Necessary Covered Dental Services until the member's records, clinical information, and plan of care can be transferred to a network provider, or until such time the member is no longer enrolled with DentaQuest, whichever occurs first.

DentaQuest will be receiving and processing a file transfer for open prior authorizations; however, the provider may submit a copy of their previously approved prior authorization with the claim for services to expedite adjudication.

Please contact your Regional Provider partner with any questions and thank you for your continued dedication to serving the needs of children in Texas.

Sincerely,

A handwritten signature in black ink that reads "Brenda Walker".

Brenda Walker
Director, Provider Engagement – Texas