



# DentaQuest

**Partnering with States to Achieve Excellence**

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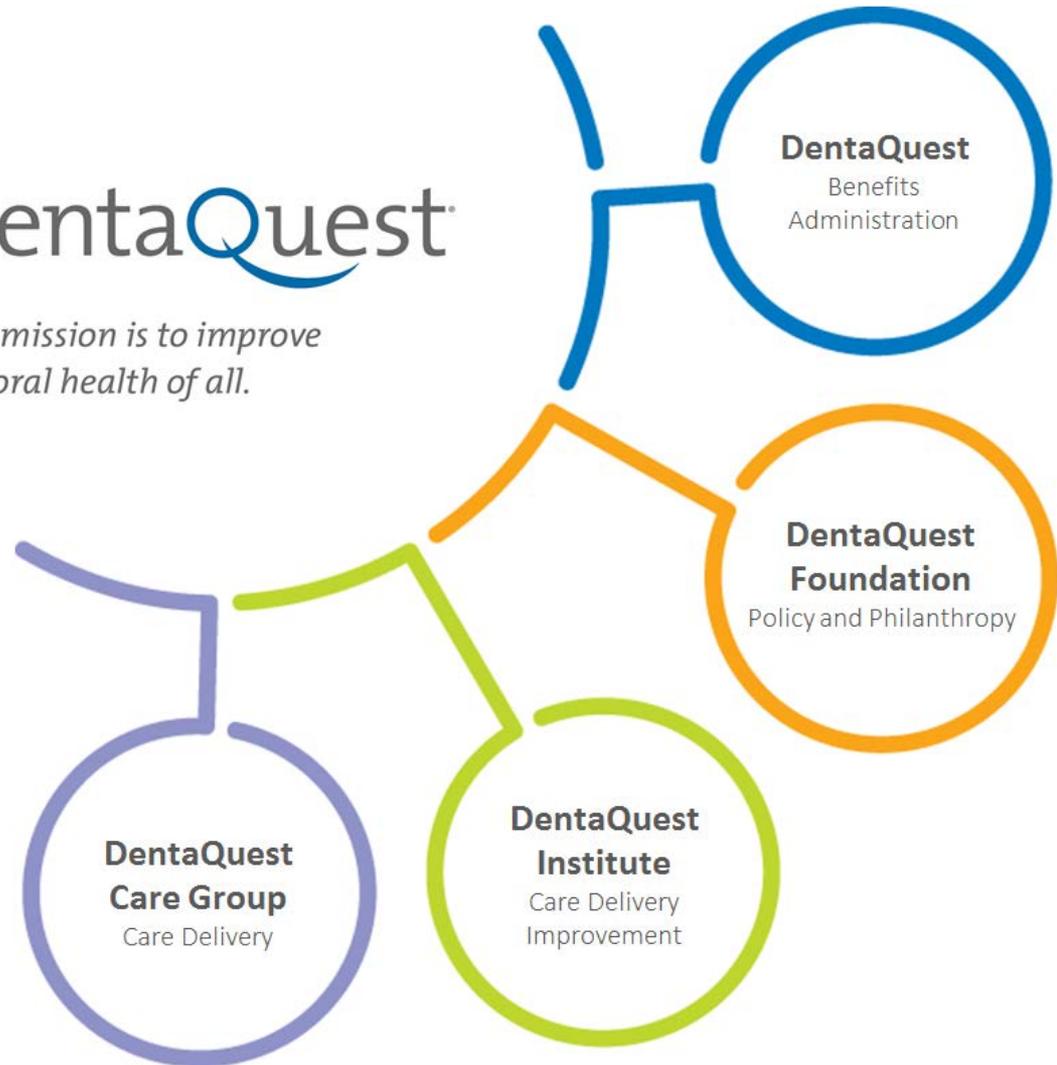
*Experience you can count on.*

# About DentaQuest



## DentaQuest

*Our mission is to improve the oral health of all.*

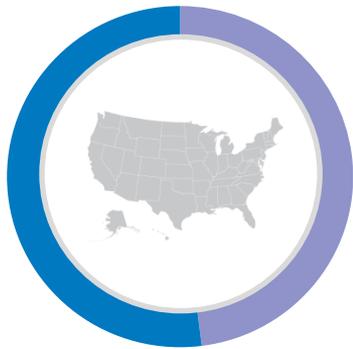


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# Dental Benefits Administration

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**20.7** million members



- Dental Managed Care
- Health Plan

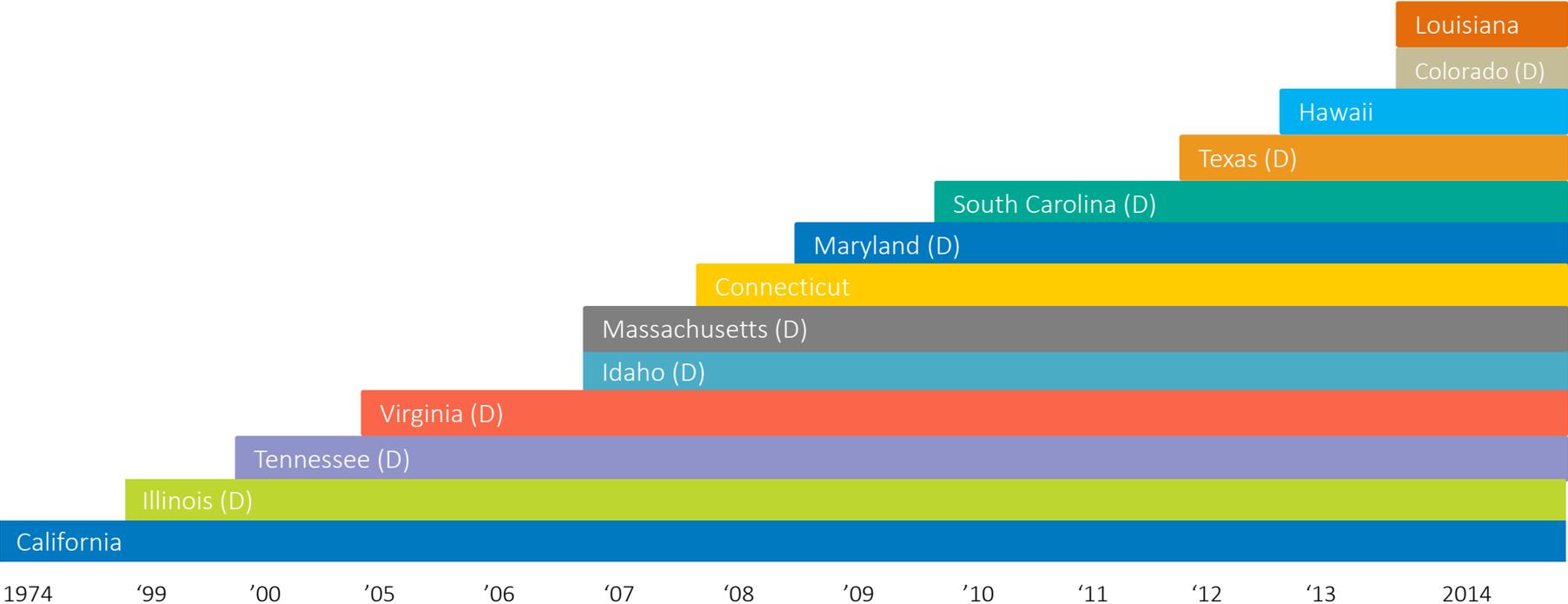
Manage **9** of the **13** state carve-outs in existence today

- Maryland
- Idaho
- Massachusetts
- Texas
- Virginia
- Colorado
- Illinois
- Tennessee
- South Carolina

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- 100 health plan partnerships in 28 states
  - Medicaid/CHIP
  - Medicare Advantage
  - Exchange
  - Commercial

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# Growth of the Dental Managed Care Model



(D) = signifies DentaQuest partnership



# The Benefit of Dental Administration for Providers



## Tools and Resources to Streamline Participation

- In-state Provider Relations Representative to help with day-to-day issues
- Dental Advisory Committee to ensure your voices are heard
- Consistent and Transparent Clinical Criteria used to determine medical necessity
- Broken Appointment Program to reduce the number of member no call/no shows

## Advanced Technology to Save Time and Money



- Free Web Portal to manage entire Medicaid patient base from central location
  - Eligibility verification
  - Prior auth and claim submission
  - Attach X-rays and documents
  - Claim and auth status inquiry
  - Track payments
  - Access remit advices
  - Control what information you staff can access
- Online Enrollment and Credentialing to expedite initial and recredentialing process

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# The Benefit of Dental Administration for Members



## Ensuring they can Access Care

- Appointment scheduling assistance and reminder calls
- Offering a network of dentist's close to home
- Providing culturally sensitive care



## Providing Education

- Importance of preventive dental care
- Keeping appointments
- Importance of a dental home

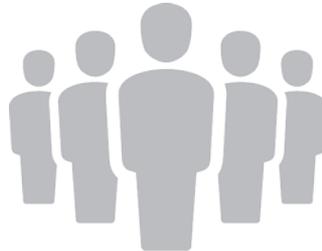
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# The Benefit of Dental Administration for States

- Overcoming severe access to care issues, perception problems and cure mandates
- Staying within a predictable budget without compromising quality of care and member utilization



Fiscal responsibility



Without compromising  
access to care



Better patient  
outcomes

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# Real Results: State of Tennessee

In just one year, DentaQuest reduced program costs by over \$26M.

# \$26,000,000

1  / 857 

**One dentist for every 857 patients.** Exceeds Centers for Medicare & Medicaid Services recommendation of one dentist for every 1,500 patients.

On average, members are located 3.4 miles from the closest DentaQuest dentist, 4.5 miles to the second closest provider and 5.6 miles to the third closest provider.



**75 screenings and oral health education events** held across the state; **25 of these events held in rural areas** per contract.

 **90%**  
Trending at 90%

trending dental screening percentage (dsp), surpassing the state's requirement of 80 percent

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## Questions?

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