

**Notice Date:** December 14, 2020  
**To:** Medicare Advantage & Dual Special Needs Plan (D-SNP) Providers  
**From:** CareSource  
**Subject:** Register with Dental Care Partner DentaQuest  
**Effective Date:** January 1, 2021

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### Summary

We are excited to announce a new partnership with DentaQuest to administer routine dental care for our Medicare Advantage & Dual Advantage (D-SNP) members in Ohio, Indiana, Georgia, and Kentucky beginning **January 1, 2021**. If you have not contacted DentaQuest, the time to act is now!

### Impact

In order to continue seeing CareSource Medicare Advantage & Dual Special Needs (D-SNP) members for routine dental care after March 31, 2021, providers must become a participating provider with DentaQuest.

### Importance

Immediate action must be initiated with DentaQuest's Provider Partner department in order to continue to care for CareSource Medicare Advantage & Dual Advantage (D-SNP) members. You will need to be a participating provider by January 1, 2021.

**If you do not enter into an agreement with DentaQuest, you will be considered out-of-network for dental services. DentaQuest will allow payment to out-of-network providers for 90 days so that you may complete any treatment that has already started. After 90 days, out-of-network benefits will only be covered if an *existing* approved authorization was approved prior to DentaQuest administering treatment. Members are allowed to request exceptions.**

### Action to be Taken

Please visit <https://dentaquest.com/dentists/> to complete an online credentialing application or call 855.873.1283 or email [NetworkDevelopment@dentaquest.com](mailto:NetworkDevelopment@dentaquest.com).

**Should you choose not to participate, you will not be reimbursed for services provided to CareSource MA/D-SNP members after April 1, 2021 for dental services, and they will be redirected to another provider.**

### Questions?

If you have any questions regarding this program, or participation in the DentaQuest network, please call DentaQuest's Network Development department at 855-398-8411, or visit the DentaQuest web site at <https://dentaquest.com>

We appreciate your continued participation in support of our members.

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