

GOVERNMENT OF THE DISTRICT OF COLUMBIA
Department of Health Care Finance



**Office of the Deputy Director/
Medicaid Director**

Transmittal # 21-09

TO: Quality Plan Administrators (QPA) Network Dental Providers

FROM: Melisa Byrd
Senior Deputy Director and State Medicaid Director

DATE: February 24, 2021

SUBJECT: **Termination of the District of Columbia's Human Care Agreement with Quality Plan Administrators, Inc.**

Purpose

The purpose of this transmittal is to notify all Medicaid dental providers of the termination of the District of Columbia's Human Care Agreement with the Quality Plan Administrators, Inc. (QPA) on **March 10, 2021** and the process for QPA network dental providers to submit claims and prior authorization for DC Medicaid Fee for Services (FFS) beneficiaries after **March 3, 2021**.

Currently, QPA administers the DC Healthy Smiles Program for DC Medicaid Fee-for-Service (FFS) beneficiaries. As part of this transition, QPA will continue to analyze and adjudicate all approved dental claims received from QPA dental network providers through **March 3, 2021**. QPA network dental providers are entitled to have their claims, appeals of denials, and preexisting claims that had been returned for lack of incomplete items, etc. adjudicated for 365 days from the date of service by DHCF. After **March 3, 2021**, **QPA network** dental providers must submit all claims for payment for dental services rendered to DC Medicaid FFS beneficiaries to the DC Department of Health Care Finance's (DHCF) fiscal agent, Conduent.

Claims Submission

For completed dental procedures approved by QPA that did not require a prior authorization, QPA dental network providers must submit the claim electronically on the DC Medicaid web portal at www.dc-medicaid.com or by mail to Conduent. To determine if a procedure requires a prior authorization, please visit the interactive fee schedule on the DC Medicaid Web Portal. Prior

authorization for a procedure can be determined by entering the respective Current Dental Terminology (CDT) procedure code in the interactive fee schedule.

For dental procedures that required prior authorization and are open after **March 3, 2021**, please submit the QPA approval letter and ADA claim to Dr. Antonio Lacey at Antonio.Lacey@dc.gov.

DC Medicaid Web Portal Access

Dental providers may register for the DC Medicaid Web Portal at www.dc-medicaid.com by completing the quick “Web Registration” form which will prompt you to create a User Name and Password.

Dental providers may also request access and training to the DC Medicaid web portal by sending an email to DC.ProviderReps@conduent.com. The contact persons for Conduent are listed below for providers that need assistance or training to submit your claims.

Ms. Donna Black, MCMP-II
Provider Outreach Manager
CONDUENT
Donna.Black@conduent.com
(202) 906-8335

Mr. Eleazar Grant
Provider Outreach Specialist
CONDUENT
Eleazar.Grant@conduent.com
(202) 906-8366

Prior Authorization

After **March 3, 2021**, dental providers must submit all dental procedures that require prior authorization to the Department of Health Care Finance (DHCF) Quality Improvement Organization (QIO), Comagine. Dental providers that require assistance and training for submitting prior authorization requests, please contact Janet Blackwood at Comagine; the contact information is listed below.

Janet Blackwood, RN, BSN, MA/MPA
QIO Project Director
Comagine Health
Main: (800) 251-8890
Office: (800) 949-7536, ext. 2986
Direct: (202) 847-2986
jblackwood@comagine.org

Enrollment

Dental providers that need to enroll or recertify as a DC Medicaid provider should contact Maximus. The contact information for Maximus is listed below:

E-mail: dcprovider.registration@maximus.com

Telephone: 1-844-218-9700

Provider Account log on: <https://www.dcpdms.com/Account/Login.aspx?ReturnUrl=%2f>

If you have any questions about the information in this transmittal, please contact Antonio Lacey, DDS, Program Analyst, at antonio.lacey@dc.gov or (202) 442-5847.

Cc: DC Hospital Association
DC Primary Care Association
DC Health Care Association
DC Home Health Association
DC Behavioral Health Association
DC Coalition of Disability Services Providers
Medical Society of DC