



HEALTHY MOUTHS HEALTHY FAMILIES!

DentaQuest Overview
TennCare Dental Benefits Manager



Touree Cone

Outreach Coordinator, DentaQuest



- Advocate for People
 - State Government
 - Social Services
 - Public Health
 - Communicable Diseases
 - Immunizations (VFC)
 - Managed Care Organization
 - EPSDT Coordinator
 - Dental Care Coordinator
 - Dental Benefits Organization
 - Outreach Coordinator
- Tennessee 2019

Today we will discuss:



Who is DentaQuest?



Benefits Covered by DentaQuest



The Importance of a Dental Home



DentaQuest Contact Information



Who is DentaQuest?

DentaQuest is the Dental Benefits Manager for all TennCare Members

Mission: To improve the oral health of all

Provide comprehensive dental benefits

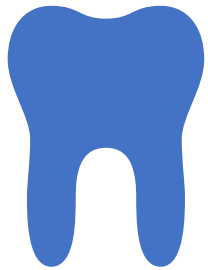
- Children under age 21
- Pregnant members
- Adults age 21+

No cost for covered benefits for eligible members

- CoverKids members do have a small copay as assigned by TennCare

TennCare Members are automatically enrolled in Dental Benefits through DentaQuest

The DentaQuest Story



Every year, millions of Americans go without dental insurance because of cost and access to quality dental care.



While the connection between oral and whole-body health is clear, our system still struggles to solve the disparities and inequalities that exist to attaining oral health care.



At DentaQuest, we believe everyone should have a fair shot at good oral health. As such, we continue to seek ways to help make oral health care more affordable, easier to access, and more focused on prevention.

Children	Oral health assessments, examinations of teeth and oral cavity, cleaning, fluoride, sealants, x-rays, filling, crown, orthodontic services, root canal, oral surgery (extractions), periodontic services, oral pathology, anesthesia and all other services as medically necessary
Adult and Pregnant/Postpartum Members	Diagnostic x-rays and exams, preventive cleanings, fluoride treatment, fillings, endodontics, scaling and root planing, full mouth debridement, crowns, complete dentures, partial dentures, extractions, bone contouring for denturing, nitrous oxide analgesia

Covered Oral Health Benefits

*Refer to the applicable Member Handbook for a complete list of eligible benefits. Some benefits require prior authorization/approval.

Dental Home



Can be a general dentist or a pediatric dentist who treats children

Provides complete dental care
Provides guidance about growth and diet



Assigned upon TennCare eligibility

Geographic to members home address
Member may change to another dentist



Can refer to a specialist, if needed, at no cost to the member

Does not require prior authorization

IT'S TIME FOR YOUR CHILD TO VISIT THE DENTIST!

Children need to see the dentist every 6 months.



Call DentaQuest at **1-855-418-1622** if you need help finding a dentist, or visit **www.DentaQuest.com**.



Contact the DentaQuest Customer Service Line for help with:

Appointment
Scheduling
Assistance

Dental
Provider
Suggestions

Dental
Emergency
Appointment
Assistance

After-Hours
Assistance

Requesting
an appeal

Filing a
complaint

Text Size:

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DentaQuest [Español](#)

Dentist Page | Member Page | Oral Health Matters

Welcome Tennessee Members and Dentists


DentaQuest is on a mission to improve the oral health of all. We are working with patients and dental providers across the state to make oral health care more affordable and easier to access with a focus on prevention. We call this all-in approach Preventistry®.

We invite you to explore our resources. Head to our member and dentist sections to find helpful information.



[Member Page](#) »

[Find a Dentist](#) »



[Dentist Page](#) »

Oral Health

Seal Out Decay

The first step in having healthy teeth is preventing tooth decay. Sealants can protect your child's teeth against cavities. [Learn More](#) »

Early Childhood Caries

Early Childhood Caries is caused by allowing infants to drink from a bottle of juice or milk for long periods of time. [Learn More](#) »

[Oral Health Library](#) »

Contact Information

PROVIDER SERVICES:

TennCare: 855-418-1623

Employment and Community First CHOICES: 855-418-1623

CoverKids: 888-291-3766

Amerigroup Medicare Advantage: 800-341-8478

Cigna-HealthSpring Medicare Advantage: 888-554-5542

Clover Medicare Advantage: 888-554-5542

Dental Care Plus (DentaSpan/DentaTrust): 888-554-5542

DentaQuest Exchange (HIX): 844-876-3978

DentaQuest Personal: 844-214-1276

MEMBER SERVICES:

TennCare: 855-418-1622

Employment and Community First

CHOICES: 855-418-1622

CoverKids: 888-291-3766

Cigna-HealthSpring Medicare Advantage:

How do I use the website?
www.dentaquest.com/tennessee

Member Page

- Get benefit summary and history
- Find A Dentist
- Access Member Handbook
- Find Oral Health education

The screenshot shows the DentaQuest Member Page for Tennessee. The page features a navigation bar with links for Dentist Page, Member Page, and Oral Health Matters. A sidebar on the left lists Member Page options: Find a Dentist, Member Documents, Oral Health Matters, Member E-mail Form, and Helpful Links. The main content area is titled "Improving Oral Health" and includes a paragraph about dental care and a list of three bullet points: "People you can talk to if you have any questions about your dental plan", "Information on how to take good care of your teeth and gums", and "An easy to use search tool to find a dentist". The footer contains various links, the DentaQuest logo, address, and social media icons.

Text Size:

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Dentist Page | Member Page | Oral Health Matters

[Tennessee](#) » Member Page

Member Page

- » [Find a Dentist](#)
- » [Member Documents](#)
- » [Oral Health Matters](#)
- » [Member E-mail Form](#)
- » [Helpful Links](#)

Improving Oral Health

Everyone deserves a bright oral health future and we'll help you reach this goal. We make it easy for you to find a dentist close to your home. We will give you the help you need to maintain good oral health by offering:

- » People you can talk to if you have any questions about your dental plan
- » Information on how to take good care of your teeth and gums
- » An easy to use search tool to find a dentist

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Nondiscrimination Notice | Language Assistance | Interoperability API | Sitemap | © 2022 DentaQuest

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Questions?

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- www.dentaquest.com/tennessee

