



Keystone First

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August 2024 Keystone First Dental Supplement DentaQuest Transition Updates	Page
Phone numbers – updated to DentaQuest phone numbers. The new provider services phone number is 1-855-343-7401	Throughout the document
Technology tools: Updated Provider Services website to DentaQuest website. The website is https://www.dentaquest.com/en/providers/Pennsylvania	6 and throughout document
Provider Web Portal Registration & Introduction	
Revised section and updated provider portal website photo	9
Member Eligibility Verification Procedures and Services to Members	
Keystone First CHC Eligibility Systems: updated how to access eligibility information	10-11
Directions for using the IVR system to verify eligibility: updated directions and IVR system phone number	11
Prior Authorization, Retrospective Review, and Documentation Requirements	
Added additional information about authorization requests and updated address where Prior Authorizations can be mailed	15 and throughout
Retrospective Review: added that certain codes may only be authorized via retrospective review due to documentation requirements which are obtained after completion of services or the inability to determine medical necessity pre-operatively	16
The BLE Request Process: updated BLE address photo with the revised BLE form	18
Claim Submission Procedures: updated to four possible formats a dental claim can be received by the Plan.	20
Electronic Claim Submission Utilizing DentaQuest’s Website: revised section	20
Electronic Claim Submission via Clearinghouse: updated Plan’s payer ID to CX014	20
Electronic Claim Submission via HIPAA Compliant 837D or 837P File: added section	20-21
Paper Claim Submission: Updated claims and corrected claims address	22 and throughout
Dentist Appeal Procedures: Updated Appeals and Disputes address	27
Keystone First Medicaid Clinical Criteria for Authorization of Routine and Emergency Treatment	
Updated list that requires Authorization/Retrospective Review	39-49
Updated Dental Benefits Grid	50-83