



EyeQuest Newsletter

Fall 2017

Sign Up for Electronic Deposit!

Electronic deposit is now available! To request an application form, call Provider Services or email EyeQuestProviderServices@dentaquest.com.

An Easier Way to Submit Corrected Claims!

An Easier Way to Submit Corrected Claims! The new provider portal allows you to submit a ticket directly to EyeQuest for claim corrections. To submit corrected claims, just click "Contact EyeQuest" under the Tools menu and select "Corrected Claim" from the Message Type drop-down. Include a description in your ticket and upload corrections as attachments.

CMS Compliance Training Required

All providers seeing Medicare Advantage or Medicare/Medicaid dual eligible members are required by the Centers for Medicare & Medicaid Services to complete Fraud, Waste, and Abuse and General Compliance Training by December 31. To enroll, go to <https://learner.mnlms.com/Default.aspx>. Providers must complete this training and retain a copy of the completion letter on file and available upon request by EyeQuest.



Be on the Lookout!

The provider satisfaction survey is coming soon! We want to hear from you and get your feedback and suggestions. Many of the program improvements made over the last year are based on provider suggestions and feedback. This year we will be holding another survey raffle for an Apple iPad Air 2. Please watch for the survey soon and share your experience with us for a chance to win!

Frame Options for Members

All of our frame brochures are available on our provider web portal so you can share the frame colors and additional options with your patients. We work within the program allowance to provide a wide range of options to select from on the portal. A sample selection of available frames is sent to you in your frame kit. If you would like to purchase additional frame samples for your office, please reach out to Classic Labs at 888-522-2020 to order.

MPA Requirements

Before submitting a medical prior approval request, check your office reference manual for MPA requirements. MPAs will not be approved for patients who do not meet the criteria outlined in the ORM.

EyeQuest
A DentaQuest product

Concerns About Appointments

We understand that working with government programs can sometimes present challenges for your office. A major concern is with patients keeping appointments and understanding the importance of eye care. We hear you!

- We have been conducting outreach through our health plans to educate members on the importance of eye care. Your efforts to recall your patients and provide them with quality eye care services are appreciated.
- We also appreciate your dedication to patients presenting with diabetes who require close screening and monitoring. By recalling these patients and providing a proper eye exam with appropriate diagnosis and indication of retinopathy on your claim, you're helping patients achieve better health.

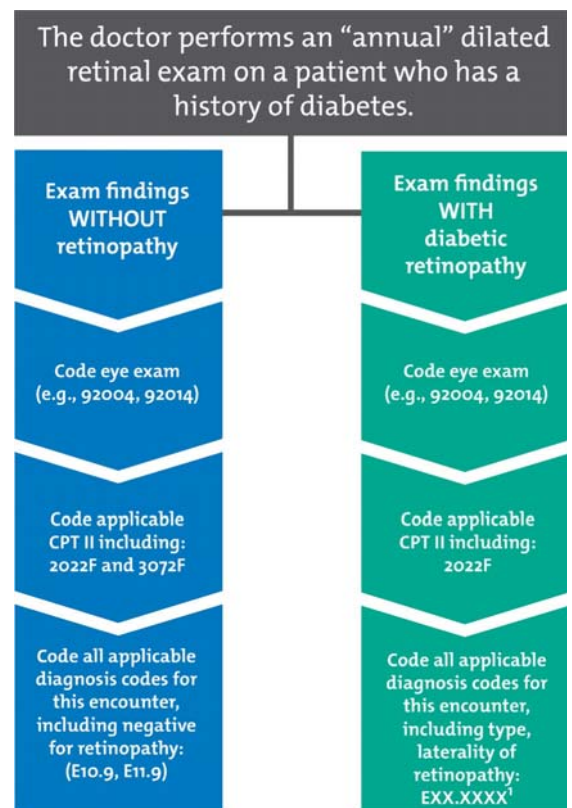
Claims with a Primary Carrier

If a member has a primary insurance carrier, claims must be submitted to their primary insurance before submitting to EyeQuest. Please include the coordination of benefits information with the primary payer information on the claim.

If this information is not included on the claim, your claim may be denied so that it can be submitted to the primary insurance carrier.

November is Diabetic Eye Disease Awareness Month!

People with diabetes are more likely to lose their vision due to eye diseases such as diabetic retinopathy and glaucoma. Members with diabetes are eligible for an annual eye exam, regardless of their plan limitations. In the event a member's plan limits exam benefits to every 24 months, please ensure your claims include appropriate diagnosis codes (e.g. E10.9, E11.9) to ensure payment. Prior authorization for this "off year" exam is not required, as long as the diagnosis indicates the member has diabetes.



Connect with us with Updated Provider Service Lines

Washington DC	844-824-2014	Ohio	800-341-5472
Kentucky	844-870-3978	Illinois	844-254-9491
New York	844-824-2014	New Jersey	844-824-2014
Florida	844-870-3979	Washington	855-230-4656
Nevada	844-870-3980		

CONTACT INFORMATION

If you need to get in touch with us regarding a claim issue, please email us at EyeQuest@dentaquest.com. For any other questions, please email us at EyeQuestProviderServices@dentaquest.com.

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