



State of New Mexico
Medical Assistance Program Manual
Supplement



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TO: ALL DENTAL PROVIDERS

FROM: JULIE B. WEINBERG, DIRECTOR, MEDICAL ASSISTANCE DIVISION

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SUBJECTS: **I. ALVEOLOPLASTY COVERAGE**
II. AUTHORIZATIONS
III. DENTAL HYGIENISTS SCOPE OF PRACTICE
IV. REPORTING OF RENDERING PROVIDERS

These instructions are for services provided to eligible recipients enrolled in the New Mexico Medicaid fee-for-service (FFS) program. For eligible recipients enrolled in a managed care organization, please follow their plan's instructions on billing for services.

A provider may check a recipient's eligibility on the New Mexico Medicaid web portal, at <https://nmmedicaid.acs-inc.com/nm/general/home.do> or by calling the Automated Voice Response System (AVRS) at 1- 800-820-6901.

I. ALVEOLOPLASTY COVERAGE

Effective June 1, 2012, the New Mexico Medical Assistance Division (MAD) began covering CDT code D7310 - Alveoloplasty on the same day as extraction. MAD will allow reimbursement for one per quadrant per life time. The reimbursement rate for D7310 is \$118.32.

II. AUTHORIZATIONS

Dental Prior Authorizations

Prior authorization (PA) requests for dental services for FFS Medicaid recipients must be submitted to DentaQuest at the address listed below. PA requests are submitted on the ADA form (appropriate ADA codes and tooth numbers/quadrants must be indicated) with

appropriate documentation and clinical material, such as x-rays, charting, and study models for orthodontia.

DentaQuest
12121 North Corporate Parkway
Mequon, WI 53092
<http://dentaquest.com>

Recommended Steps for Provider Inquiries Regarding the Status of a FFS Dental Prior Authorization:

1. Check the Xerox web portal (<https://nmmedicaid.acs-inc.com/nm/general/home.do>) and confirm the PA numbers.
2. If there is no PA on the web portal, contact DentaQuest at (800) 341-8478 for the status.
3. If you have contacted DentaQuest for a status check and are not able to view the PA on the Xerox web portal, or more information is needed on the PA, contact Molina Healthcare Third Party Assessor *Dental Care Coordinator* toll-free at (800) 580-2811, ext. 180279 or in Albuquerque at (505) 348-0279 to resolve the issue.
4. If you have questions about a dental claim denial, contact Molina Healthcare Third Party Assessor *Dental Care Coordinator* toll -free at (800) 580-2811, ext. 180279 or in Albuquerque at (505) 348-0279.
5. If after you have followed steps 1-4 (above) and issues are still unresolved, please contact Medical Assistance Division Dental Program Staff Manager, Devi Gajapathi at (505) 827-6227.
6. If you have clients that have questions regarding PA status, please refer them to Molina Healthcare *Dental Care Coordinator*, Christopher Salazar at (505) 348-0279.

Orthodontic Authorizations:

To ensure your orthodontic authorizations are processed efficiently and timely, we would like to remind providers of the appropriate way to submit orthodontic authorization requests. Per New Mexico Medical Assistance Division Utilization Review instructions 8.310.7 UR Dental Services

(http://www.hsd.state.nm.us/mad/pdf_files/provmanl/8%20310%207%20UR%20draft%20dental%2002%2010%202010%20rev.pdf) the documentation required must include each of the following:

- Diagnostic Casts or digital study models
- Full mouth or panoramic x-ray
- Cephalometric film

- Diagnostic Photographs
- A completed orthodontic screening form that states the Handicapping Labiolingual Deviation Index (HLD) score and indicates the handicapping malocclusion. The provider may submit either the original or a copy.

Prior to making a decision, DentaQuest may issue a request for information (RFI) to the provider requesting clarification or additional information in order to have sufficient information to render an appropriate decision. The provider must submit the clarification or additional information within 21 calendar days of issuance of the request or a technical denial may be issued (see 8.350.2 NMAC *Reconsideration of Utilization Review Decisions*).

If your office needs the models returned please include a postage paid container, appropriate to securely return the ortho models or a postage paid label that we can apply to a container that we have available.

As a reminder, providers may access <http://www.dentaquestgov.com/> to check member eligibility, history, submit claims, authorizations and many other features. Should you need other assistance, or wish to use our interactive voice response system, please contact DentaQuest at 1.800.483.0031.

Providers can access MAD dental regulations and billing instructions on the MAD website at <http://www.hsd.state.nm.us/mad/PEnrollmentPolicy.html>

III. DENTAL HYGIENISTS SCOPE OF PRACTICE

As of January 9, 2012 the scope of practice for dental hygienists has changed. Please see NMAC 16.5.29 *Dental Hygienists, Practice* or click on the following link to access the rule: <http://www.nmcpr.state.nm.us/nmac/parts/title16/16.005.0029.htm>

MAD now allows the collaborative dental hygienists to bill directly for the services. Please fill out the provider participation agreement MAD 335 form to be enrolled as a Collaborative Dental Hygienist. Providers can contact Xerox provider enrollment help desk at 505-246-9988 Extn: 193 if they have any question regarding enrollment.

Provider enrollment documents are located on the MAD website at:

<http://www.hsd.state.nm.us/mad/PEnrollmentPolicy.html>

IV. REPORTING OF RENDERING PROVIDERS

MAD would like to remind dental providers of the requirement to report rendering providers. In April 2011, MAD issued New Mexico Medicaid Medical Assistance Program Manual Supplement 11-04 which contained information related to the requirement that, effective July 1, 2011, dental providers must submit the National

Provider Identified (NPI) of the rendering provider on both paper and electronic claims.
This supplement is available on the MAD website at:

http://www.hsd.state.nm.us/mad/pdf_files/Registers/Registers2011/11%2004%20dental%20providers%20NPI.pdf

Please note there are two types of NPIs that must be reported as follows:

1. The individual's own number, also known as the rendering/servicing provider (i.e. the dentist's personal number). Report in Field 54 on paper claim or Loop 2310B for electronic transactions.
2. The organization, agency or group practice (the billing provider's NPI). Report in Field 49 on paper claim or Loop 2010AA for electronic claims. For some practices, this may be the same number as the individual NPI.

For more information about National Provider Identifiers, please go to <http://www.hsd.state.nm.us/mad/PNpi.html>. Please remember to register your NPI numbers with our fiscal agent, Xerox, if you have not already done so.

If you need any other information, please contact Devi Gajapathi, Dental Staff Manager, by telephone at 505-827-6227 or via e-mail at Devi.Gajapathi@state.nm.us

We appreciate your participation in the New Mexico Medicaid Program.