

Cardinal Cares Smiles Dental Adult Dental Benefit
Frequently Asked Questions

Q: When did the benefits start for adults?

A: The new comprehensive benefits for members ages 21 and older began on July 1, 2021.

Q: Who is eligible to receive the adult benefits?

A: The eligible population of members includes adults who are 21 years of age and older and enrolled in Medicaid or FAMIS.

Q: What are the benefits?

A: Adult benefits focus on prevention and restoration (braces and bridges are not covered). Services include the following:

- Diagnostic (x-rays, exams)
- Preventive (cleanings)
- Restorative (fillings)
- Endodontics (root canals)
- Periodontics (gum related treatment)
- Prosthodontics (crowns, partials, and dentures)
- Oral surgery (extractions and other oral surgeries)
- Adjunctive general services (all covered services that do not fall into specific dental categories)

Q: Will Orthodontic services be covered?

A: Orthodontic services (braces) are not included in the benefits for adults.

Q: Where do I obtain the updated ORM?

A: The Office Reference Manual (ORM) is available on DentaQuest's provider web portal at www.dentaquestgov.com. Covered dental service will be listed in the ORM. Refer to the ORM for specific benefit coverage and frequency in Exhibit B. Providers responsible for knowing what services are covered.

Q: If I am credentialed with Cardinal Cares Smiles now, do I need to provide any additional enrollment/credentialing paperwork to begin providing care to Medicaid adults?

A: No, there is no additional paperwork or credentialing needed. You will be able to provide care to Medicaid enrolled adults and be reimbursed. If you are not currently credentialed with DentaQuest, contact DentaQuest at 888.912.3456.

Q: Will prior authorizations be required for covered services?

A: Please consult the Cardinal Cares Smiles Office Reference Manual (Exhibit B) for a listing of all covered codes and benefit limitations. Prior authorizations may be required for certain services. The Office Reference Manual will include all benefit details and will be available on the DentaQuest and DMAS websites.

Q: Are patients required to sign waivers for services that are not covered?

A: All covered benefits are listed in the Office Reference Manual.

Participating Providers shall hold Members, DentaQuest, and DMAS harmless for the payment of non-Covered Services except as provided in this paragraph. A provider may charge an eligible Cardinal Cares Smiles Member for dental services which are not covered services only if the Member knowingly elects to receive the services and enters into an agreement in writing to pay for such services prior to receiving them. Non-covered services include:

- Services not covered under the Cardinal Cares Smiles plan
- Services for which prior authorization has been denied and deemed not medically necessary
- Services which are provided out-of-network

Q: Previously, MCOs offered value-add dental benefits. Are these benefits still active, and how will the adult dental benefit change what MCOs offer?

A: MCOs no longer offer enhanced dental benefits to Medicaid members. All dental benefits are offered through the Cardinal Cares Smiles Medicaid dental program administered through DentaQuest. Adult Medicaid members now have comprehensive dental benefits.

Q: Are reimbursements remaining the same as they are now?

A: Reimbursement of dental procedures by CDT code will remain the same for all benefit programs (under 21, over 21, and pregnant women). Benefit design will be changing ONLY for adults over 21.

Q: Are there annual cost maximums for adult per year?

A: There is no annual maximum (dollar amount) per member. However, there may be benefit limitations by procedure code.

Q: Is it possible for hygienists to be reimbursed by Medicaid even if the dentist is not a participant?

A: No

Q: Can volunteer dentists providing care to adults at dental clinics be credentialed?

A: Yes, volunteer dentists can be credentialed.

Contact DentaQuest at 888.912.3456 for questions related to benefits, claims and member eligibility. Contact credentialing services for all questions regarding credentialing and recredentialing at 800-233-1468.