Last Updated: 09/05/2024

Clarification for Adults Enrolled in Dental Medicaid

The purpose of this bulletin is to provide a correction to a previously released memo from the Department of Medical Assistance Services (DMAS) on dental coverage for adults, age 21 years and over, who are receiving full Medicaid benefits. This coverage began on July 1, 2021. The previous memo indicated that bridges were a covered benefit for adults, age 21 years and over. Bridges are not a covered benefit for adults ages 21 years and over.

BACKGROUND

Dental coverage for adults enrolled in Medicaid focuses on overall oral health, prevention and restoration. Adult dental coverage is similar to the coverage currently available to pregnant women.

DENTAL BENEFITS ADMINISTRATOR – DENTAQUEST

DentaQuest is the Medicaid dental benefits administrator (DBA) for the Cardinal Care Smiles (CCS) program. DentaQuest administers the dental coverage and benefits for all Medicaid and FAMIS covered members including those enrolled in both managed care, FFS and members with special needs. Information regarding dental benefits for all members, including how dentists can enroll in the program is posted on DentaQuest's website located at www.dentaquest.com or can be found on the DMAS website at https://www.dmas.virginia.gov. Information may also be obtained by calling the Cardinal Care Smiles program at 1-888-912-3456.

CONTACT INFORMATION:

How can I help adults enrolled in Medicaid find a dentist?

 Option 1: Call the CCS program at 1-888-912-3456. A representative can even help the member make an appointment. The call center is available 8 a.m. – 6 p.m., Monday through Friday.

 Option 2: Visit the website at https://www.dentaquest.com/en/members/virginia-medicaid-dental-coverage

CARDINAL CARE SMILES (CCS) SERVICES FOR ADULTS

Covered dental services for adults include the following:

Diagnostic (x-rays, exams)

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Preventive (cleanings)

Restorative (fillings and crowns)

Endodontics (root canals, Pulpal Debridement)

Periodontics (gum related treatment)

Prosthodontics (dentures)

Oral surgery (extractions, alveoplasty and other oral surgeries)

Adjunctive general services (anesthesia).

*Braces and bridges are not covered for adult members.

Dental providers' who wish to treat adults must be credentialed by DentaQuest and participate in Virginia's Cardinal Care Smiles dental provider network.

Adults will be able to access non-emergency transportation services to participate in dental care.

Transportation for adults in fee-for-service (FFS) will be provided by ModivCare, formerly LogistiCare the DMAS FFS transportation broker. Transportation for adults enrolled in managed care will be handled by the Managed Care Organization's (MCO) Non-Emergency Transportation (NEMT) vendor. FFS and MCO NEMT contact telephone numbers for reservations and ride assist can be found at: https://www.dmas.virginia.gov/for-members/benefits-and-services/transportation-services/.

Covered Services for Adults Enrolled In Medicaid as of July 1, 2021

Specialty Area	Description	Services Covered	Limitations
Diagnostic and Preventive Care	Services that are used to detect and recognize caries and periodontal disease. Up to three routine cleanings may be permissible	Exams, routine cleanings, X-rays	Non routine x-rays such as imaging and cone beam technology would require prior authorization
Restorative Care	Specialty allows dentists to restore teeth to proper function	Fillings and crowns	Crowns are a covered benefit for adults when the tooth has received root canal treatment. ***Bridges are not covered**

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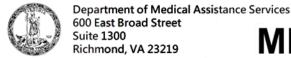| Endodontics	Specialty allows dentists to perform root canals on teeth that have sound below the gum structure (root) yet the above gum structure is compromised (decay or trauma)	Root canals Pulpal Debridement	Endodontic retreatment and surgical procedures that have a questionable success rate
Periodontics	Specialty focuses on keeping gums and the bone below the gums healthy.	Scaling and Root Planing Gingivectomies Periodontal maintenance procedures	Periodontal flap procedures, crown lengthening procedures, bone replacement grafts
Dentures and Partials	Specialty focuses on replacing teeth with removal appliances	Dentures, Partials, and Repair procedures	Partials are covered as a part of a definitive treatment plan
Oral Surgery	Specialty routinely extracts teeth and performs extractions requiring surgical methods such as removing bone	Extractions Alveoplasty	Non-tooth extraction procedures; Surgery necessitated by trauma; and Implants
Adjunctive General Services	This area while not a specialty is important in that it allows coding for anesthesia services and many other dental procedures not listed elsewhere.	Anesthesia Services	Non anesthesia services may require prior authorization

*Covered CDT codes and benefit limitations can be found in the Cardinal Care Smiles Office Reference Manual (ORM).

PROVIDER CONTACT INFORMATION & RESOURCES
Virginia Medicaid
Web Portal
Automated Response System (ARS)
Member eligibility, claims status, payment status, service limits, service authorization status, and remittance advice.

https://vamedicaid.dmas.virginia.gov/

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Medicall (Audio Response System) Member eligibility, claims status, payment status, service limits, service authorization status, and remittance advice.	1-800-884-9730 or 1-800-772-9996
Provider Appeals DMAS launched an appeals portal in 2021. You can use this portal to file appeals and track the status of your appeals. Visit the website listed for appeal resources and to register for the portal.	https://www.dmas.virginia.gov/appeals/

Managed Care Programs

Cardinal Care Managed Care and Program of All-Inclusive Care for the Elderly (PACE).   In order to be reimbursed for services provided to a managed care enrolled individual, providers must follow their respective contract with the managed care plan/PACE provider. The managed care plan may utilize different guidelines than those described for Medicaid fee-for-service individuals.

Cardinal Care Managed Care	https://www.dmas.virginia.gov/for-providers/managed-care/cardinal-care-managed-care/
PACE	Program of All-inclusive Care (virginia.gov)
Acentra Health Behavioral Health Services	https://vamedicaid.dmas.virginia.gov/sa
Provider Enrollment	In-State: 804-270-5105 Out of State Toll Free: 888-829-5373 Email: VAMedicaidProviderEnrollment@gainwelltechnologies.com
Provider HELPLINE Monday–Friday 8:00 a.m.-5:00 p.m. For provider use only, have Medicaid Provider ID Number available.	1-804-786-6273 1-800-552-8627
Aetna Better Health of Virginia	https://www.aetnabetterhealth.com/virginia/providers/index.html 1-800-279-1878
Anthem HealthKeepers Plus	http://www.anthem.com/ 1-800-901-0020
Molina Complete Care	1-800-424-4524 https://www.molinahealthcare.com/providers/va/medicaid/home.aspx
Sentara Community Plan	1-800-881-2166 https://www.sentarahealthplans.com/providers
United Healthcare	www.uhcprovider.com/ 1-844-284-0149
Dental Provider DentaQuest	1-888-912-3456