



STATE OF HAWAII
DEPARTMENT OF HUMAN SERVICES
Med-QUEST Division
Health Coverage Management Branch
P. O. Box 700190
Kapolei, Hawaii 96709-0190

August 27, 2007

MEMORANDUM

ACS M07-15

TO: Dental Providers and Federally Qualified Health Centers (FQHC)

FROM: Lois Lee, Acting Med-QUEST Division Administrator

SUBJECT: TRANSITION OF DENTAL CLAIMS PROCESSING

This memorandum provides additional detailed information on the changes to the claims processing and prior authorization that will be implemented by Cyrca Dental beginning September 1, 2007.

Effective September 1, 2007, Cyrca Inc., the new Third Party Administrator (TPA), assumes responsibility for processing Medicaid dental claims with **service dates** of September 1, 2007 and after. Affiliated Computer Services, Inc. (ACS) will only process dental claims with service dates prior to September 1, 2007.

Because the TPA is required to use the most current CDT code sets, the MQD reviewed its dental benefits and has more clearly defined the coverage, reimbursement rates, and prior authorization requirements. To expedite claims processing, providers should review the attached table (Attachment 1) to ensure that they use only covered codes, that prior authorization is obtained, if indicated, and that tooth numbers, surfaces, x-rays, etc., are on or attached to the claim form, if required for the specific code(s). Please note that medical procedures previously paid under dental codes will no longer be handled through the dental TPA. Dentists providing oral surgery for procedures in the range D7410 to D7490 and D7520 to D7999 must submit their claim to the QUEST medical plans or to ACS using the appropriate CPT code.

In addition to updating the attached table, the benefits, prior authorization requirements and claims filing procedures have been documented in a new, revised Dental chapter of the Medicaid Provider Manual (Attachment 2). The new chapter is attached. Additional important information on **benefits, prior authorization, claims processing** is included in Frequently Asked Questions (FAQ) (Attachment 3) to assist dental providers in transitioning to the new TPA. Please review Attachment 3 carefully.

Claims can be submitted to Cyrca Dental from September 1, 2007 and must be for dates of service on or after September 1, 2007. Claims received with service dates prior to September 1, 2007 will be forwarded to ACS for claims processing.

Cyrca Dental has three methods in which a claim can be filed:

- Mail your claim to the Cyrca Dental office located at:
1440 Kapiolani Boulevard, Suite 1503
Honolulu, Hawaii 96814
- Fax your claim to the Cyrca Dental office at **1-877-444-4662** (the hard copy claim does not need to be sent in after it has been faxed)
- Use the web-based claims filing system. In order for you to use the web-based filing system you must first register and receive a logon number and password. To get information on how to sign up, call Cyrca Dental at **1-800-460-3443**.

Cyrca Dental will accept the ADA Form 1999 (Version 2000), the ADA Form 2002, and the ADA Form 2006.

Note: You must file a hard copy claim if your claim has an attachment.

The ACH form (Attachment 4) will need to be completed in order for your payments from Cyrca Dental to be deposited into the account designated by you. The form can also be downloaded from the Cyrca website at www.cyr cadental.com should you need to make changes in the future.

Please complete all fields and send the form and a voided blank check back to Cyrca's office at:

Cyrca Dental
1440 Kapiolani Blvd., Suite 1503
Honolulu, Hawaii 96814

Questions regarding claim submittal and claims processing should be directed to Cyrca Dental at 1-800-460-3443.

Attachments