



STATE OF HAWAII
DEPARTMENT OF HUMAN SERVICES

Med-QUEST Division
Administration
P.O. Box 700190
Kapolei, Hawaii 96709-0190

November 28, 2012

MEMORANDUM

MEMO NOS.

ACS M12-10 [FFS]

ADM-1215 [QUEST]

ADMX-1212 [QExA]

TO: Dental Providers, Federally Qualified Health Centers (FQHC), QUEST and QExA Health Plans

FROM: ^{KS} Kenneth S. Fink, MD, MGA, MPH
Med-QUEST Division Administrator

SUBJECT: TRANSITION OF DENTAL CLAIMS CONTRACT TO HAWAII DENTAL SERVICE (HDS) EFFECTIVE JANUARY 16, 2013

The Department of Human Services Med-QUEST Division (MQD) has awarded a contract for Medicaid's Dental Third Party Administrator (TPA) to Hawaii Dental Service (HDS).

HDS Medicaid will be replacing Cyrca as Hawaii Medicaid's TPA for dental services. HDS will assume the processing and payment of all Medicaid dental claims based on date of receipt of claim effective Wednesday, January 16, 2013.

You will be receiving detailed claim submission information (e.g. mailing address for paper claims, training for staff regarding claims submission on a new system, on-line claims submission information, direct deposit option, and telephone numbers for provider inquiries) from HDS shortly.

HDS will be responsible for performing the following services:

- Accept and adjudicate all dental claims for Medicaid recipients;
- Provide customer service support for dental claims and payments;

- Reimburse dental providers by check or through direct deposit;
- Approve or deny prior authorization requests based on State criteria; and
- Administer the Early Periodic Screening Diagnosis and Treatment (EPSDT) comprehensive dental benefit for Medicaid recipients under 21 years of age.

Community Case Management Corporation (CCMC), through a subcontract with HDS, will still be available to assist recipients in accessing dental services that includes assisting with scheduling of dental appointments, keeping appointments through reminder calls, arranging transportation to and from dental appointments, and access to translation services.

If providers follow the claim submission timeline below, providers should not experience delays in their reimbursement for covered services provided to Medicaid beneficiaries.

Cyrca will continue to accept paper claims or claims submitted electronically through its claim submission portal until Tuesday, January 15, 2013 at 12 Midnight.

After that date, all Medicaid claims (electronic and paper) will need to be sent to HDS Medicaid for processing and payment. However, paper claims received by Cyrca between January 16, 2013 and January 31, 2013 will be forwarded to HDS. Please do not submit a new claim to HDS Medicaid if you have already submitted the claim to Cyrca prior to January 15, 2013.

A transition calendar with important dates is attached for your reference and information including claim submission deadlines and payment dates.

In addition, prior authorizations approved by Cyrca within the last 6 months that have not yet been utilized by the provider will be transmitted to HDS Medicaid so providers do not have to submit a new request for an authorization to HDS.

Dental providers who provide services to recipients enrolled in the Medicaid State of Hawaii Organ and Tissue Transplant Program (SHOTT) will need to submit claims to the SHOTT contractor, Cyrca, as long as the individual's Medicaid enrollment indicates they are enrolled in SHOTT for their medical coverage.

Contact Information for HDS Medicaid is as follows:

HDS Medicaid Customer Service:

Tel: (808) 529-9345; Toll-free: (855) 819-9117

HDS Professional Relations:

Tel: (808) 529-9222; Toll-free: (800) 232-2533 Ext 222

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Contact Information for Cyrca is as follows:

Cyrca SHOTT Program:

Tel: (808) 275-4903 or (808) 275-4909

Should you have questions regarding this memorandum please contact Curtis Toma, M.D., MQD Medical Director, at 692-8106.

Attachment

Hawaii Medicaid Dental Transition Calendar

◀ Dec 2012		~ January 2013 ~					Feb 2013 ▶	
Sun	Mon	Tue	Wed	Thu	Fri	Sat		
		1	2	3	4	5		
6	7	8	9	10	11	12		
13	14	15 Last Day to submit claims to Cyrca	16 First day to submit claims to HDS	17	18 Cyrca Check Issued for claims submitted up to 1/11/13	19		
20	21	22 Claims submission cutoff for HDS 2/1/13 payment	23	24	25 Last Cyrca Check Issued for claims submitted up to 1/15/13	26		
27	28	29 Claims submission cutoff for HDS 2/8/13 payment	30	31	Notes:			

◀ Jan 2013		~ February 2013 ~					Mar 2013 ▶	
Sun	Mon	Tue	Wed	Thu	Fri	Sat		
					1 First HDS Check Issued (claims submitted 1/16-1/22/13)	2		
3	4	5 Claims submission cutoff for HDS 2/15/13 payment	6	7	8 HDS Check Issued (claims submitted 1/23-1/29/13)	9		
10	11	12 Claims submission cutoff for HDS 2/22/13 payment	13	14	15 HDS Check Issued (claims submitted 1/30-2/5/13)	16		
17	18	19 Claims submission cutoff for HDS 3/1/13 payment	20	21	22 HDS Check Issued (claims submitted 2/12/13)	23		