



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

May 23, 2007

MEMORANDUM

ACS M07-08

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

FROM: Lois Lee, Acting Med-QUEST Division Administrator *ll*

SUBJECT: TRANSITION OF PROCESSING AND PAYMENT OF DENTAL SERVICES

The Department of Human Services (DHS) has awarded a contract for Third Party Administrator (TPA) for Hawaii Medicaid's dental program to Cyrca. As Hawaii Medicaid's TPA for dental services, Cyrca will be responsible for the processing and payment of all dental claims with dates of service on or after July 1, 2007.

Claims and authorizations with service dates on or before June 30, 2007, remain the responsibility of Hawaii Medicaid's fiscal agent, Affiliated Computer Services (ACS).

Cyrca will perform the following services:

- Accept and adjudicate all dental claims for Medicaid recipients and QUEST members with dates of service on or after July 1, 2007.
- Reimburse dental providers by check or through direct deposit.
- Provide access to real time information on usage of the adult dental benefit by Medicaid identification number and/or name.
- Approve or deny prior authorization requests based on State criteria for approval or denial.
- Review dental claims and extend payment based on State criteria for payment.

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- Administer the \$500.00 adult dental preventive and restorative dental benefit, the \$1,000.00 denture benefit, and the adult emergency dental benefit as specified in ACS M06-20 dated December 27, 2006.
- Administer the Early and Periodic Screening, Diagnosis, and Treatment (EPSDT) comprehensive dental benefit for Medicaid recipients and QUEST members under 21 years of age.
- Through its subcontract with Community Case Management Corporation (CCMC), assist Medicaid recipients and QUEST members in obtaining dental services, including assistance with scheduling dental appointments, keeping dental appointments, arranging transportation and accommodations to and from dental appointments.

A memorandum with detailed claim submittal information, including mailing addresses for paper claims and telephone numbers for provider call center, explanation of the real time tracking of the \$500.00 adult dental benefit, and other helpful information will be sent in June, 2007.