

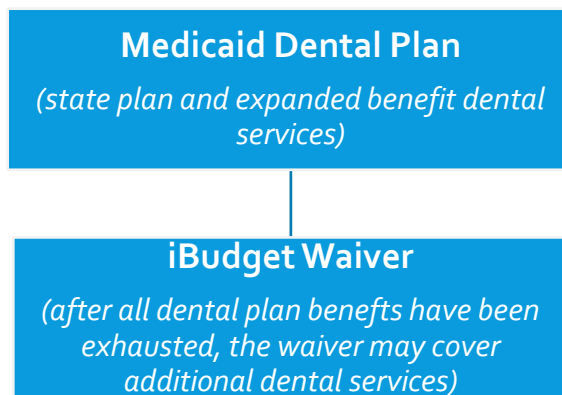
**WSC ADVISORY #2019-010**  
**STATEWIDE MEDICAID DENTAL PLANS**  
**ACTION REQUIRED**

**EFFECTIVE DATE: FEBRUARY 18, 2019**

In 2016, the Florida Legislature directed the Agency for Health Care Administration (AHCA) to select dental plans. Beginning December 2018, AHCA implemented the dental component of the Statewide Medicaid Managed Care (SMMC) program. Eligible recipients, including those on the iBudget waiver, now receive all Medicaid dental services through a dental plan. The three dental plans operate statewide and include DentaQuest, LIBERTY, and Managed Care of North America (MCNA) Dental. The dental plans cover both the state plan dental services and expanded benefits, as detailed in Attachment A of this memo.

Dental Service Coverage

Services not covered by the dental plans may be covered through The Agency for Persons with Disabilities (APD). APD is required to follow the hierarchy of reimbursement identified in the iBudget Waiver Handbook Rule. The waiver is the payer of last resort after all state plan and expanded dental benefits have been exhausted through the dental plans. Below is a clarification of this hierarchy:



Waiver Support Coordinators (WSCs) must assist recipients and coordinate dental services through the enrollee’s dental plan. The iBudget waiver can only be used after coverage is exhausted through the dental plans.

Continuity of Care

Dental plans are required to ensure continuity of care during the transition period for Medicaid recipients enrolled in the SMMC program. Continuity of care requirements ensure that when enrollees transition from one health plan to another, one service provider to another, or one service delivery system to another (i.e., fee-for-service to managed care), their services continue seamlessly throughout their transition.

### Dental Plan Contacts

The following are contacts for each dental plan to assist APD clients enrolled in each dental plan:

| <b>DentaQuest</b>   | <b>MCNA</b>   | <b>Liberty</b>  |
|---|---|---|
| Gonzalo Perez:<br><a href="mailto:Gonzalo.Perez@greatdentalplans.com">Gonzalo.Perez@greatdentalplans.com</a><br>Kristen Scott:<br><a href="mailto:Kristen.Scott@greatdentalplans.com">Kristen.Scott@greatdentalplans.com</a><br>262-241-7140 x43293 | Meghan Gardner:<br><a href="mailto:mgardner@mcna.net">mgardner@mcna.net</a><br>1-800-494-6262<br>x125 | Betty Gilbert:<br><a href="mailto:bgilbert@libertydentalplan.com">bgilbert@libertydentalplan.com</a><br>888.352.7924 - ext 393<br>702.525.7734 – Cell |

### AHCA Complaint Hub

If WSCs encounter any issues related to accessing dental services through the dental plans, they must utilize AHCA's complaint hub. The complaint hub is available both online and by phone: <https://www.flmedicaidmanagedcare.com/complaint/#/> or 1-877-254-1055.

The complaint hub is how AHCA receives issues, ensures recipients receive services, and ensures dental plan contract compliance. All issues reported to AHCA need to be as detailed as possible, including recipient identification numbers, claim details, and dental plan information.

### Additional Information

WSCs who would like to learn more about the dental plans can review AHCA training materials online at:

[https://ahca.myflorida.com/medicaid/statewide\\_mc/outreach\\_presentations.shtml](https://ahca.myflorida.com/medicaid/statewide_mc/outreach_presentations.shtml).