



State of Louisiana
Louisiana Department of Health
Bureau of Health Services Financing

MEMORANDUM

DATE: July 9, 2020
TO: Dental Providers
FROM: Ruth Johnson, Medicaid Director
SUBJECT: Intent to Contract with DentaQuest USA Insurance Company Inc. and MCNA Insurance Company d/b/a MCNA Dental Plans

The Louisiana Department of Health (LDH) has announced its intent to contract with two dental administrators for Medicaid following a state bid process that began in June 2019 when the Department issued a request for proposals.

The Department has selected DentaQuest USA Insurance Company, Inc. and MCNA Insurance Company d/b/a MCNA Dental Plans as its dental partners. The selected organizations will both be responsible for providing Medicaid dental benefits and services to eligible children and adults in Louisiana, effective January 1, 2021.

Louisiana's Medicaid Dental providers deliver a valuable service to the state's Medicaid beneficiaries, and their continued input and participation are critical as the State works to refine a care delivery system that leads to better oral health outcomes. Providers can choose to contract with one or both dental plans, and must adhere to the dental plan choice and provider steering guidelines found in Informational Bulletin 20-15, which can be viewed [here](#).

Medicaid beneficiaries will have the opportunity to select a plan during the next open enrollment period which will be announced by the Louisiana Department of Health later this year. Beneficiaries who do not actively select a dental plan will be auto assigned to one.

Beneficiaries will still have the standard Louisiana Medicaid card. This card can be used by providers to verify eligibility and the patient's dental plan. Additionally, the dental benefit administrators will issue a dental plan card – providers can use information on this card to contact the dental plan with questions and problems.