



**Louisiana Department of Health
Health Plan Advisory 20-20
October 22, 2020**

Dental Benefit Program Manager Update

The Louisiana Department of Health (LDH) has contracted with two dental benefit program managers (DBPM) following 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 be responsible for providing Medicaid dental benefits and services to eligible children and adults, effective January 1, 2021. Each plan will administer both the EPSDT Dental and Adult Denture Programs and, for the first time, offer value-added services to members.

Medicaid beneficiaries will have the opportunity to select a dental plan during the current open enrollment period from October 15, 2020 through November 30, 2020. Beneficiaries who do not actively select a dental plan will be auto assigned to one. The DBPMs will issue a dental plan card to each beneficiary, and providers and beneficiaries will be able to use information on this card to contact the dental plan with questions and problems.

Each managed care organization must update all of its materials to include both DBPMs' contact information by November 30, 2020. This includes, but is not limited to, provider manuals, websites, member handbooks, and call center scripts.

DentaQuest
1-800-685-0143
TTY: 1-800-466-7566
Available Monday – Friday, 7:00 a.m. - 7:00 p.m.
www.DentaQuest.com

MCNA Dental
1-855-702-6262
TTY : 1-800-846-5277
Available Monday - Friday, 7:00 a.m. – 7:00 p.m.
www.mcnala.net

Questions regarding this Health Plan Advisory may be directed to Kevin Guillory at 225-342-7476 or kevin.guillory@la.gov.