

Essence Healthcare

New Dental Benefits for 2024

With the new year we'll have a new process for dental services. Below you'll find important information and resources to guide you when providing services to Essence plan members.

Essence HMO and PPO plans

- All **Essence Medicare Advantage plans** include dental coverage as an extra benefit and most have a dental allowance. DentaQuest® is our dental provider.
- Dental allowances range from \$1,000 to \$7,000 (varies by plan) and members can use their dental benefit immediately—no waiting period.
- No cost-sharing, copays or coinsurance, up to the plan's annual maximum. Most plans include comprehensive coverage for fillings, dentures, implants and more.
- PPO plan members have the freedom to see out-of-network providers.
- All Essence plan members can use their preloaded Flexible Benefits Card to pay for services with in- or out-of-network providers once they've used their embedded dental benefit.

Claims

In-network providers

Electronic Claims: DentaQuest Payor ID is CX014.

Out-of-network providers can complete a DentaQuest Reimbursement form for their patient and submit it along with an itemized receipt. If your office requests payment at the time of service, please provide an itemized receipt to your patient. They may need your assistance completing some sections of the form before they can submit it.

To **download a DentaQuest Reimbursement form** visit:

DentaQuest.com

Click the "View plan information" button after selecting the state, plan type and plan name.



Submit claims to:

DentaQuest Claims
P.O. Box 2906
Milwaukee, WI 53201-2906
Fax: 1-262-834-3589

For assistance with the claims process contact DentaQuest Provider Services at 1-855-453-5287.

If a patient has a question about dental benefits, please refer them to the dental phone number on the back of their Essence member ID card.

About Essence Healthcare

Essence has offered affordable, highly rated Medicare Advantage plans since 2004. For three years (2022–2024) in a row, Essence has received Medicare's highest Overall Plan Rating of 5-out-of-5-stars. As a Medicare plan founded by doctors, we understand the value in teamwork to make sure patients get the care they need and deserve.

