



THE UNIVERSITY OF ARIZONA HEALTH PLANS

University Family Care

Subject: DentaQuest Administrator of University Family Care Dental Benefits - January 1, 2012

We are pleased to announce beginning January 1, 2012 DentaQuest (DQ) will be delegated for the benefit administration of dental services for our University Family Care (UFC) AHCCCS members. As an organization we have worked with DQ for over seven years and are pleased to announce this new partnership. As a part of their duties, DQ will be responsible for contracting with all dental providers, including clinics, and providing necessary authorizations and utilization management. Additionally, DQ will process all dental claims, conduct some oversight of quality of care and provide all dental network communications and provider education.

Please note: Outpatient and Anesthetic medical prior-authorizations related to dental care will continue to be managed by UFC.

Dental Providers Interested in Continuing to see UFC Members

Beginning January 1, 2012, only providers who are contracted with DQ may deliver and receive payment for dental services performed on UFC Members (for DOS January 1, 2012 and after). You may continue to submit your dental claims to UFC for dates of service through December 31, 2011, and we will continue to process and reimburse you according to your current agreement with UFC.

DentaQuest Contracting Information

We encourage you to contract directly with DQ so you may continue to serve our UFC Members. If you have been unable to do so or have additional questions please feel free to contact Robert Vallorani directly at 480-361-8645, or April Forman at 602-344-8333.

As always, UFC appreciates your commitment to serving our members with care and your partnership in our community.