

**DEPARTMENT OF HEALTH AND HUMAN SERVICES  
OFFICE OF DIRECTOR**

**ACTION REFERRAL**

TO <i>Myers</i>	DATE <i>12-22-10</i>
--------------------	-------------------------

<b>DIRECTOR'S USE ONLY</b>	<b>ACTION REQUESTED</b>
1. LOG NUMBER  <i>1011274</i>	<input type="checkbox"/> Prepare reply for the Director's signature DATE DUE _____
2. DATE SIGNED BY DIRECTOR  <i>cc: Ms. For Myer</i> 	<input type="checkbox"/> Prepare reply for appropriate signature DATE DUE _____ <input type="checkbox"/> FOIA DATE DUE _____ <input checked="" type="checkbox"/> Necessary Action

APPROVALS <small>(Only when prepared for director's signature)</small>	APPROVE	* DISAPPROVE <small>(Note reason for disapproval and return to preparer.)</small>	COMMENT
1.			
2.			
3.			
4.			

# SOUTH CAROLINA DENTAL ASSOCIATION

Organized 1869 • A Constituent of the American Dental Association



December 21, 2010

DEC 22 2010

Ms. Emma Forkner  
Department of Health and Human Services  
PO Box 8206  
Columbia, SC 29202-8206

Dear Emma:

On behalf of the South Carolina Dental Association (SCDA), Dr. Jim Mercer and I would like to thank you for your time and meeting with us on Wednesday, December 8, 2010.

The SCDA remains committed to the South Carolina Medicaid program, but we must point out that we remain frustrated and feel that little progress has been made in certain areas related to DentaQuest. While it is true that some issues have been resolved, there remain many areas that require attention and need improvement. Although the issues were discussed in our meeting, I wanted to summarize them again:

- DentaQuest still lags behind in claims processing and claims payment. There are many dentists who have outstanding claims dating back to August when DentaQuest assumed their role. Other dentists have hundreds, and some have thousands, of dollars of claims unpaid.
- DentaQuest still lacks effective communication to the dentists. As noted above, there have been some improvements, but those have only been communicated through DentaQuest's web portal. It is our feeling that all changes and updates need to be communicated on paper so that dentists around the State are up to date on the most current information.
- DentaQuest staff still lack the knowledge and consistency when communicating the correct policy to dentists regarding the dental program. As stated in our meeting, many dentists have seen claims paid on patient, but when the same procedures are filed on another patient, the claim(s) are denied.

We spoke about several other issues regarding fraud and abuse in the program. As stated before, The SCDA and its Medicaid Committee do not condone any type of fraud and we urge DHHS and DentaQuest to hold all dentists accountable.

We look forward to continuing to work with you to improve the Medicaid program that is needed by many low income citizens in the State.

Again, thank you and your staff's time for our meeting.

Sincerely,  
  
Phil Latham  
SCDA Executive Director

Cc: Mr. Richard Davis, SCDA Lobbyist  
Ms. Felicity Myers, DHHS  
Ms. Beverly Hamilton, DHHS  
Mr. Roy Hess, DHHS