



From the desk of Dr. Sheila Riggs:

At today's (January 16, 2026) CAD-MN meetings, there was an exchange of information about the state of play of UCare/DentaQuest and its move to Medica.

To level set everyone, "UCare Dental Medicaid" has moved to Medica but Medica created a unique subsidiary called UCare just to handle dental Medicaid. UCare's dental Medicaid enrollees will NOT move to Medica (with Delta Dental as the back room) for at least a year.

Here is what we learned today:

- Dental care claims submitted to UCare with dates of service in 2025 will likely no longer get paid. (if any \$ do come in, it is a miracle!) No one at UCare has the authority to pay anything that happened in 2025 because UCare is now in 'rehabilitation'.
- Rehabilitation is similar to structured bankruptcy. The rehabilitation plan will likely be released in a few months. With any luck, outstanding dental claims from 2025 will get a small percentage of payment in the rehabilitation plan.
- For dates of service in 2026, the UCare subsidiary of Medica should go forward pretty much the same because DentaQuest remains the back room. Everything will still be named UCare.
- Even in 2026, DentaQuest is not paying anyone for more than one denture adjustment nor for tori removal. These are covered services and should be paid. CAD MN will continue to work on this with DentaQuest->UCare->Medica.
- One big hiccup in the move over to Medica ~ The eligibility file is all goofed up. DentaQuest is working on it but about half of the UCare enrollees do not appear as 'enrolled' in the DentaQuest file. The solution is manual, especially if you need something prior authorized. See the note below from Nicole Ferrian from Apple Tree Dental for the telephone number you need to call to resolve the eligibility issues when DentaQuest denies something because it looks like the enrollee is not a member:

Note from Nicole Ferrian:

Good afternoon, As many of you know, there is currently an issue where UCare members are showing active in MN-ITS, but not in the DentaQuest system. We discussed it internally, and since the issue is known/claims will be reprocessed, here is what to do: Only contact



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UCare's Provider Center (1-888-531-1493) to have them manually add the member to the DQ system if a PA is needed for the work, they need complete in a time-sensitive fashion. That said, first have the member/their representative call UCare and request this themselves (instead of Apple Tree CCCs doing it) if time allows. If, after a few days, it's still not fixed (it is scheduled to be by end of this week), or if you need an urgent PA decision, then call the UCare Provider Team who can manually update DQ's enrollment to show as active. For day-to-day patients that don't require a PA for whatever services they are having rendered, there is no need to call the UCare Provider Line to have them manually added.

The other item CAD MN is working on is with HealthPartners. They are denying the following services even though they are a covered benefit:

- nightguards
- tori removal
- core build ups

Stay tuned for any other updates I get. Feel free to share with me any insight you have on these matters!

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Chair, Board of Directors, CAD-MN