



Association of
Critical Access Dental Providers
of Minnesota

September 2, 2026

Ms. Jill Sweiven

Chief Administrative Officer
Health Care Administration
Minnesota Department of Human Services
P.O. Box 64983
St. Paul, MN 55164-0983

Re: Request for coordinated administrative action on outstanding 2025 UCare dental claims

Dear Ms. Sweiven:

CAD-MN respectfully requests that Minnesota Health Care Programs coordinate an immediate administrative reconciliation among UCare, the court-appointed rehabilitator, Examination Resources, and DentaQuest concerning unpaid 2025 dental claims. The issue is no longer a lack of general information. It is a conflict among representations about the governing payment method, the data required to release dental claims, and the timetable for payment.

UCare reportedly advised MHCP that dental providers are being paid on the same cadence as, or somewhat faster than, medical providers. Direct communications from UCare and its counsel state something materially different. As reproduced verbatim in Addendum A, UCare stated that the Rehabilitation Order requires payment by adjudication date, that DentaQuest is unable to provide adjudication dates for dental claims, and that UCare is using the medical-claims payment period to determine which dental claims can be released. UCare's counsel separately stated that another dental payment batch was expected, but that details remained under development and required final approval.

Feedback from our member clinics appear consistent with the unresolved processing constraint. CAD-MN members making up the lion's share of Minnesota's high volume dental Medicaid providers, report receiving approximately 6% or less of the amounts owed on their 2025 claims, while some clinics report receiving nothing. Community Dental Care and the University of Minnesota School of Dentistry were among the organizations reporting no significant recovery during the committee's July discussions. Attachment 1 provides the chronology of reports, outreach, and responses.

This is a process-control and business-continuity issue. Safety-net dental clinics cannot forecast cash requirements, reconcile accounts receivable, or plan patient capacity without an authoritative account of the payment sequence and release schedule. Additionally, the approaching transition October 1st in dental administration from DentaQuest to Delta Dental of MN as Medica's vendor adds a second risk: unresolved 2025 claims could become harder to trace, assign, and resolve as operational responsibility changes.

We therefore ask MHCP to establish a single written administrative record addressing the following matters:

- 1. Governing methodology.** Confirm the rule and claim sequence used to distribute rehabilitation funds to dental and medical providers, including how adjudication dates affect priority.
- 2. Data reconciliation.** Confirm whether DentaQuest's reported inability to provide adjudication dates is delaying payment, identify the data needed, and assign responsibility and a completion date for resolving the gap.
- 3. Distribution accounting.** Identify the dental claims included in the July and August distributions, the aggregate amount allocated to dental providers, and the proportion of eligible dental claims paid to date.
- 4. Payment schedule.** Provide the release date for the next dental payment batch and the anticipated cadence for subsequent distributions.

5. Transition controls. Confirm which entity will reconcile and pay unresolved 2025 dental claims after Media's September 30, 2026 termination of their contract with DentaQuest, and describe the controls that will preserve claim-level data, provider contacts, and accountability through the October 1 transition.

6. Administrative ownership. Designate one MHCP lead for this reconciliation and provide CAD-MN with a regular status update until the outstanding dental claims have been accounted for and distributed.

Given the reported September 30 transition date ending Medica's contract with DentaQuest, we request a written response within five business days. If a complete response cannot be provided within that period, an interim response identifying the responsible parties, unresolved questions, and dated work plan would allow clinics to manage immediate operational risk.

CAD-MN is not asking MHCP to determine fault before the record is reconciled. We are asking the department to establish administrative clarity, assign ownership, and protect continuity before the transition makes the outstanding claims more difficult to resolve. We would welcome a short coordination meeting with the relevant MHCP, UCare, Examination Resources, and DentaQuest representatives.

We thank you and your department for the service you provide to the nearly one and half million Minnesotans on Medicaid and MHCP.

Respectfully,



Sheila Riggs DDS, DMSc

Chair, CAD-Minnesota

*The Association of Critical Access Dental Providers of Minnesota (**CAD-MN**) was formed as the advocacy voice for this statewide network of critical access dental providers. Our **mission** is to align policy to payment in support of a statewide network of critical access dental providers delivering high-quality oral health care access to all, especially our underserved Minnesota communities.*

Attachments:

1. Chronology of Events
2. Addendum A - Verbatim UCare Communications
3. Administrative questions raised

ATTACHMENT 1

Chronology of Events

Outstanding 2025 UCare Dental Claims and Administrative Transition

Date	Event	Administrative significance
July 2026	IAC members compare payment experiences. Multiple CAD-MN clinics report receiving little or no recovery on outstanding 2025 UCare dental claims.	Establishes that the payment problem is shared across clinics rather than isolated to one provider.
July 2026	Community Dental Care reports no significant recent payment. The University of Minnesota School of Dentistry reports receiving no payment.	Confirms exposure among major safety-net and teaching providers.
Early August 2026	Unresolved 2025 claims and the UCare-to-Medica transition become standing IAC agenda items.	Connects the payment backlog to transition planning and continuity risk.
Mid-August 2026	CAD-MN communicates with the court-appointed rehabilitator or receiver seeking an explanation and payment of outstanding dental claims.	Escalates the matter through the formal rehabilitation process.
Mid-August 2026	UCare counsel advises CAD-MN counsel that UCare is working on dental-provider payments through DentaQuest, but that details remain under development and require final approval.	Indicates that the next distribution was not yet operationally final.
Mid- to late August 2026	UCare in Rehabilitation tells a CAD-MN clinic that payment depends on adjudication date, DentaQuest cannot provide dental adjudication dates, and medical claims are being used to establish the dental release period.	Identifies a specific data and methodology constraint affecting dental claims.
Mid- to late August 2026	CAD-MN reports that member clinics have generally received approximately 6% or less of amounts owed, with some receiving nothing.	Quantifies the reported payment shortfall and its operational significance.
Late August 2026	MHCP relays UCare's position that dentists are being paid on the same cadence as, or faster than, medical providers.	Creates a material discrepancy with UCare's direct communications to CAD-MN.
Late August 2026	IAC prepares a formal request for MHCP to reconcile the competing explanations and coordinate resolution of the adjudication-date issue.	Moves the matter from information gathering to a defined administrative request.

September 30, 2026 (reported)	UCare contracts are expected to terminate, according to transition information circulated within IAC.	Creates a deadline for confirming ownership and preserving claim-level records.
October 1, 2026 (reported)	Relevant dental administration is expected to transition to Medica and Delta Dental of Minnesota.	Requires explicit controls so unresolved 2025 claims do not fall between organizations.

Source note: This chronology is based on the IAC correspondence and meeting records supplied for this letter. Where the supplied excerpts did not display a precise date, the chronology uses the period identified in those records. Future transition dates are presented as reported and are included among the matters for MHCP confirmation.

ADDENDUM A

Verbatim UCare Communications

The following communications are reproduced verbatim from the material supplied by CAD-MN. Non-substantive spacing has been normalized. No wording has been changed.

Communication 1 - UCare counsel to CAD-MN counsel

I had a chance to discuss your question with Examination Resources. UCare is in the process of working on dental provider payments that would be paid through DentaQuest. Our expectation is the next batch of payments will go out to dental providers in the next few weeks. There are some details that are still being worked out and need final approval. Once I have a more solid time frame for when the payments will arrive, I will make sure to send you a note to update you.

Source: Email from UCare counsel relayed to CAD-MN counsel; exact transmission date was not shown in the supplied excerpt.

Communication 2 - UCare in Rehabilitation to a CAD-MN clinic

Hello,

The Rehabilitation Order requires that claims be paid by adjudication date. DentaQuest is unable to provide adjudication dates for the dental claims. Hence, once we determine the adjudication dates for the medical claims paid with the funds available for distribution, we will release dental claims that were billed to UCare up to and slightly beyond the last date for which medical claims were paid. We are in the process of determining the invoices for dental claims that can be paid with the funds released in July and August. We are hopeful that the payments will go out before the end of the month.

Thank you,

UCare in Rehabilitation

Source: Email from UCare in Rehabilitation to a CAD-MN clinic; exact transmission date was not shown in the supplied excerpt.

Administrative Questions Raised by the Communications

1. What claim-level data does DentaQuest possess, and what specific adjudication-date fields are unavailable?

2. What alternative method has been approved for sequencing dental claims when adjudication dates cannot be produced?
3. How does the use of medical-claim dates produce payment treatment that is equivalent in timing and proportion for dental providers?
4. Who holds authority to grant the final approval referenced by UCare counsel, and what remains outstanding?