

The Miami Herald

Miscellaneous Notices

February 16, 2013

NOTICE OF RECIPIENTS AFFECTED BY IMPROPERLY MAILED MEMBER ID CARDS DentaQuest of Florida, Inc. (DentaQuest), the Dental Benefits Manager for the Florida Children's Medicaid Dental Program in Miami-Dade has determined that that one of its printing vendors, OneTouchPoint CCI (CCI), erroneously mailed ID cards to incorrect addresses. The majority of incorrect mailings occurred in November 2012 and were reported by members to DentaQuest beginning the week of December 17, 2012. The incorrect addresses occurred due to an error in the print vendor's programming logic. CCI stopped sending mailings as soon as the error was confirmed, and corrected the programming error on January 8, 2013. The cards that were sent to the wrong address contained member first and last names, the member's Children's Medicaid Miami-Dade Dental Program ID number (not a social security number), and the member's effective date of coverage. No other personal identification or information was released. Affected members are being notified by U.S. mail. A dedicated call center will be available Monday through Friday, 8 a.m. to 5 p.m. EST, starting Friday, February 8, 2013 for members who have questions or concerns. The toll free number is 855.398.8407. Members are advised to call this number if (1) DentaQuest sends them a notice about dental services they did not receive; (2) DentaQuest sends them a notice denying a claim for dental services that they did receive; or (3) they have other questions or concerns. DentaQuest will review all claims that have been paid for services for each member whose ID card was sent to the wrong address. DentaQuest will contact these members to confirm that they were provided the services for which a claim is received and will correct any errors to protect member benefits. DentaQuest is also notifying all of the dentists in the Florida Children's Medicaid Miami-Dade Dental Program network to remind them to check the identity of all patients who are using a Children's Medicaid Miami-Dade Dental Program ID card by asking for a form of picture ID (such as a school ID card, a driver's license or a work ID). This will reduce the risk of misuse of any Children's Medicaid Miami-Dade ID numbers. CCI and DentaQuest regret the error and are working to protect member benefits and the integrity of the Florida Children's Medicaid Miami-Dade Dental Program.