



Provider Notice Dental & Vision Coverage Change 2019

Please be advised of the following change to our Dental and Vision services for CountyCare members. Effective October 1st, Avēsis, a Guardian Company, will be providing CountyCare members with dental and vision services. Avēsis will replace DentaQuest and EyeQuest. There will be no interruption in their coverage.

If you are not currently in the Avēsis network and want to ensure that there is no disruption to CountyCare members, a new contract with Avēsis will need to be executed. Please note that dental and vision benefits will remain the same and member ID cards will remain unchanged. If a member has a prior authorization in place it will remain in effect through December 31st, 2019. Avesis has put in place a 90 day continuity of care for non-contracted providers.

Below are the dental and vision provider contacts who can assist in enrolling providers or answer any other outstanding questions.

Dental

Latoya Green, Network Recruitment Specialist

lagreen@avesis.com

410-413-9106

Vision

Teresa Gettier, Field Recruiter

ProviderVisionRecruitment@avesis.com

410-413-9394

Providers can call between the hours of 7:30 a.m. and 4:00 p.m. CST.

We have been working closely with Avēsis to make sure members can continue to see their dentists and vision providers and as always, our goal is to make this transition as smooth as possible.

For contracted providers the Avesis provider portal is now available to you:

<https://www.avesis.com/commercial3/providers/index.aspx>

If you have questions or need further information please contact CountyCare Dental Provider Services at 866.337.1594 and Vision at 866.337.1596.