



**To: Keystone First/Keystone First Community HealthChoices (CHC) /Keystone First VIP Choice Dental Providers**

**Date: June 27, 2024**

**RE: Training Sessions for the DentaQuest Transition**

As you are aware, effective August 1, 2024, Keystone First, Keystone First CHC and Keystone First VIP Choice are transitioning dental claims administration to DentaQuest, LLC, a Sun Life Financial US company. Your existing Dental Account Executives will continue to service your office.

**To prepare you and your staff for this transition, we are inviting and strongly encouraging you to attend an educational training session hosted by DentaQuest. These training sessions will cover:**

- How to register for and navigate in the DentaQuest Provider Web Portal
- Claims
- Authorizations
- Electronic Funds Transfer
- Question and Answer session

**Sign up for either of the two sessions:** by visiting: <https://www.surveymonkey.com/r/WJ3TRTK>

Session 1: Thursday, July 11, 2024	Session 2: Thursday, August 15, 2024
<ul style="list-style-type: none"> <li>• Time: 12:00 PM – 1:00 PM</li> <li>• Call in (audio only): 929-235-8420</li> <li>• Phone conference ID: 756-226-771#</li> <li>• Meeting link: <a href="https://tinyurl.com/PAKeystone0711">https://tinyurl.com/PAKeystone0711</a></li> </ul> 	<ul style="list-style-type: none"> <li>• Time: 12:00 PM – 1:00 PM</li> <li>• Call in (audio only): 929-235-8420</li> <li>• Phone conference ID: 949 024 01#</li> <li>• Meeting link: <a href="https://tinyurl.com/PAKeystone0815">https://tinyurl.com/PAKeystone0815</a></li> </ul> 

If unable to attend, you can access the training documents after the training sessions have been completed at [www.keystonefirstpa.com](http://www.keystonefirstpa.com) → Providers → Resources → Dental.

If you have any questions, please contact your Dental Account Executive or if you have specific questions about the training session, please contact [PAProviderEngagement@DentaQuest.com](mailto:PAProviderEngagement@DentaQuest.com).