



STATE OF FLORIDA  
AGENCY FOR HEALTH CARE ADMINISTRATION  
OFFICE OF FAIR HEARINGS

**FILED**

Feb 15, 2024, 12:21 pm

OFFICE OF FAIR HEARINGS

[Redacted]

**PETITIONER,**

**AHCA Case No.: 24-FH0158**

**Plan ID No.: [Redacted]**

vs.

**DENTAQUEST OF FLORIDA, INC.,**

**RESPONDENT.**

\_\_\_\_\_ /

**FINAL ORDER**

At all times relevant to this proceeding, Petitioner received Medicaid benefits through DentaQuest of Florida, Inc. On January 11, 2024, Petitioner’s Authorized Representative requested a Fair Hearing on behalf of Petitioner based on Respondent’s denial of dental services.

Pursuant to notice mailed to the Petitioner’s address of record and Respondent’s e-mail address of record on February 1, 2024, the undersigned Hearing Officer convened a telephonic hearing on February 14, 2024, at 1:00 p.m. Eastern Standard Time. Respondent was not in attendance. After a fifteen-minute grace period, the undersigned took a roll call on the record of the persons in attendance and went off the record at 1:20 p.m. Eastern Standard Time.

Pursuant to Fla. Admin. Code R. 59G-1.00(16)(a)(1):

(a) A Hearing Officer shall be appointed by the Agency to preside over each fair hearing and must:

1. Ensure that the fair hearing is conducted in a manner consisted with this rule, and promotes the fair, just, and speedy resolution of the proceeding.

...


(b) The Hearing Officer shall have the authority to issue any and all orders and render rulings consistent with this rule.

The undersigned concludes that the Respondent's failure to appear for the Fair Hearing does not promote a fair, just, or speedy resolution of the proceeding consistent with Fla. Admin. Code R. 59G-1.00(16)(a)(1). In consideration of the foregoing and pursuant to Fla. Admin. Code R. 59G-1.00(16)(b), the undersigned issues this Final Order of Default.

**IT IS THEREFORE ORDERED AND ADJUDGED THAT:**

Respondent's denial of Petitioner's dental services is **REVERSED**. Petitioner's appeal based on Respondent's denial of dental services is **GRANTED**.

**DONE AND ORDERED** this 15th day of February, 2024 in Tallahassee, Leon County, Florida.

 Kimberly Roche  
24-FH0158  
2024.02.15  
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**KIMBERLY ROCHE, Hearing Officer**  
**Agency for Health Care Administration**  
**Office of Fair Hearings**  
**2727 Mahan Drive, Mail Stop # 11**  
**Tallahassee, FL 32308-5407**

**NOTICE OF A RIGHT TO JUDICIAL REVIEW**

A PARTY WHO IS ADVERSELY AFFECTED BY THIS FINAL ORDER IS ENTITLED TO JUDICIAL REVIEW, WHICH SHALL BE INSTITUTED BY FILING THE ORIGINAL NOTICE OF APPEAL WITH THE AGENCY CLERK OF AHCA, AND A COPY, ALONG WITH THE FILING FEE PRESCRIBED BY LAW, WITH THE DISTRICT COURT OF APPEAL IN THE APPELLATE DISTRICT WHERE THE AGENCY MAINTAINS ITS HEADQUARTERS OR WHERE A PARTY RESIDES. REVIEW PROCEEDINGS SHALL BE CONDUCTED IN ACCORDANCE WITH THE FLORIDA APPELLATE RULES. THE NOTICE OF APPEAL MUST BE FILED WITHIN 30 DAYS OF THE RENDITION OF THE ORDER TO BE REVIEWED.

**COPIES FURNISHED TO:**



**DentaQuest of Florida, Inc.**  
**CGATeam3@dentaquest.com**

**AHCA Medicaid Hearing Unit**  
**MedicaidHearingUnit@ahca.myflorida.com**