



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

FILED

Oct 16, 2024, 4:50 pm
OFFICE OF FAIR HEARINGS

[REDACTED],

PETITIONER,

AHCA Case No.: 24-FH2724

Plan ID No.: [REDACTED]

vs.

DENTAQUEST OF FLORIDA, INC.,

RESPONDENT.

_____ /

FINAL ORDER OF DEFAULT

At all times relevant to this proceeding, Petitioner received Medicaid benefits through DentaQuest of Florida, Inc. (“DentaQuest” or “Respondent”). On August 20, 2024, [REDACTED] (“Petitioner’s Authorized Representative”) requested a Fair Hearing based on Respondent’s denial of dental services – [REDACTED]

[REDACTED] Pursuant to notice issued on October 1, 2024, the undersigned Hearing Officer convened a telephonic Fair Hearing on October 16, 2024, at 9:00 a.m. Eastern Standard Time.

A representative from DentaQuest did not appear at the scheduled date and time of the Fair Hearing. Petitioner’s Authorized Representative was present for the Fair Hearing along with Doris Rivera from the Agency for Health Care Administration as an observer. 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 9:17 a.m. EST.

Florida Administrative Code Rule 59G-1.100(16) states:

- (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 consistent 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 DentaQuest's failure to appear for the Fair Hearing does not promote a fair or just resolution of the proceeding consistent with the Fla. Admin. Code R. 59G-1.100(16)(a)(1). In consideration of the foregoing and pursuant to Fla. Admin. Code R. 59G-1.100(16)(b), the undersigned issues this Final Order of Default.

IT IS THEREFORE ORDERED AND ADJUDGED THAT:

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

DONE AND ORDERED this 16th day of October 2024, in Tallahassee, Leon County, Florida.



Digitally signed by Laura
Gallagher
Reason: 24-FH2724
Date: 2024.10.16
09:36:49 -04'00'

LAURA GALLAGHER, 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**