



CareSource Medicare Advantage, Dual Special Needs Plan (D-SNP) and Health Insurance Marketplace

Frequently Asked Questions – Dental Medical Benefit Administration

Effective January 1st, 2021

Are there any Services or Coverage administered through CareSource directly?

Yes. CareSource administers the following services under the medical benefit:

For Marketplace Plans

The following Health Insurance Marketplace Plan Medical benefits will be administered by CareSource directly and you will need to follow their clinical guidelines. You may access this information by going to their website:

- A. Dental Services related to Accidental Injury (e.g. injury to sound natural teeth)
- B. Oral and Maxillofacial Surgery Services Covered under Medical Benefit
 - (1) Reconstructive Surgery (e.g. Congenital Anomaly such as cleft lip or palate)
 - (2) Oral and Maxillofacial Surgery services related to Traumatic/Accidental Injury
 - (3) Treatment of Jaw and Contiguous Structures (e.g. removal of cysts or tumors of the jaws or facial bones, or other diseased tissues)
- C. Temporomandibular or Craniomandibular Joint Disorder and Craniomandibular Jaw Disorder (TMJ)
- D. Dental – Related Facility Services in a Hospital/ASC setting (e.g. SPU/OR facility fee, Anesthesia)

For Medicare Advantage and D-SNP Plans

The following benefits under **traditional Medicare (Part A or B)** medical component when applicable per Member Evidence of Coverage and per CMS, will be administered by CareSource directly and you will need to follow their clinical guidelines. You may access this information by going to their website:

- E. Dental Services integral to medical condition such as:
 - (1) Oral Evaluation Prior to Kidney Transplant in a hospital or in a rural or federally qualified health clinic before a heart valve replacement.
 - (2) Some Inpatient hospitalization services and related facility services
- F. Oral and Maxillofacial Surgery Services Covered under Medical Benefit
 - (4) Extraction of teeth prior to radiation therapy of the head and neck.
 - (5) Reconstructive Surgery of a dental ridge distorted as a result of removal of a tumor (including bone grafting and dental implants, if necessary, to stabilize a maxillofacial prosthesis such as an obturator).
 - (6) Oral and Maxillofacial Surgery services related to Traumatic/Accidental Injury and some surgeries of the Jaw (Reduction of any fracture of the jaw or any facial bone, including dental splints, wiring or other appliances, if used for this purpose).

Do these services under the CareSource Medical Benefit require Authorization and do they have to be performed by a physician?

Medically necessary services could be performed by a dentist (D.D.S or D.M.D) or physician (M.D. or D.O.) if performance of those services is within the scope of the dentist's or physician's license according to state law. Providers



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should consult clinical and reimbursement medical policy guidelines on these services at: <https://www.caresource.com/providers/tools-resources/health-partner-policies/>.

Please Note: The above link is currently under development and has not yet been posted.

To review the members' plan evidence of coverage <https://www.caresource.com/plans/>

Physicians, Hospitals, Ambulatory Surgical Centers or Urgent Care Facilities should be contracted with CareSource to provide these benefits and should follow the medical submission process. **Dentists contracted through DentaQuest provider network:** medical benefit services will be handled by CareSource through a special Out-of-Network Single Client Application/Agreement. **To initiate the out-of-network process, call 1-800-488-0134.** This will require a Prior Authorization process for all services other than emergency services performed within the first 72 hours of an accidental injury. Providers should use CPT/HCPCS codes unless the applicable CDT code does not have a CPT cross reference. CMS - 1500 claim submission is required. Reimbursement rates will be consistent with CareSource in- network rates.

If you have any questions regarding participation in DentaQuest's network, please call:

Ohio Providers – 855.208.6575
Georgia Providers – 855.398.8413
Kentucky Providers – 855.398.8413
Indiana Providers – 855.398.8413
West Virginia Providers – 855.398.8413

If you have any questions regarding dental medical benefit, please call CareSource:

Georgia Marketplace - 1-833-230-2155 (M-F 8 a.m. to 6 p.m. EST)
Indiana Marketplace - 1-866-286-9949 (M-F 8 a.m. to 6 p.m. EST)
Kentucky Marketplace - 1-855-852-5558 (M-F 8 a.m. to 6 p.m. EST)
Ohio Marketplace - 1-800-488-0134 (M-F 8 a.m. to 6 p.m. EST)
West Virginia Marketplace - 1-855-202-1091 (M-F 8 a.m. to 5 p.m. EST)

MA/D-SNP - 1-844-679-7865 (M-F 8 a.m. to 6 p.m. EST)