

Notice Date: August 17, 2023
To: CareSource Georgia Medicaid Dental Providers
From: CareSource
Subject: Claims Processing Issues

Summary

Thank you for your continued participation with CareSource Georgia serving Georgia Medicaid, PeachCare for Kids® and Planning for Healthy Babies® (P4HB®) programs.

CareSource and SKYGEN are aware of claims processing glitches, which have occurred during recent enhancements to improve administrative simplification and benefit coverage.

Impact

Effective July 1, several benefit changes, the post-treatment review process and clearinghouse claim processes were implemented. SKYGEN's system encountered some technical configuration glitches that caused claims to deny for some codes, including sedation codes such as D9239 and D9243.

Additionally, as some providers still are not using the new payor ID (SCION), attachments (i.e. radiographs) are not being received with claims, which are required for service codes that require post review or where post review is allowed. By using the new payor ID and attaching supporting documentation to dental claims, if post review is allowed as documented in the provider Office Manual Compendium, you will not have to incur the administrative burden of submitting a retrospective authorization for these codes.

If you are submitting paper claims, it is important to remember to mail claims directly to SKYGEN as of July 1, 2023. The mailing address is:

CareSource Georgia
P.O. Box 1174
Milwaukee, WI 53201

Importance

SKYGEN has corrected most of the configuration glitches and final works are being completed this week. If service codes were impacted by these changes, a mass claim adjustment is in process and most payments should be on the next two check runs in August (August 11 and August 18).

Thank you for your patience in this matter. We greatly thank you for your continued support.

Questions?

Please call Provider Services at **1-855-202-1058** from 7 a.m. to 7 p.m. Eastern Time (ET), Monday through Friday or email ProviderRelations@CareSource.com if you have any questions.

Network notifications are posted on [CareSource's website](#) and [SKYGEN's portal landing page](#).