



NETWORK *Notification*

Notice Date: December 22, 2023
To: Georgia Medicaid Providers
From: CareSource
Subject: Dental Authorization Request - Process Update

Summary

Thank you for your continued participation with CareSource Georgia serving Georgia Medicaid, Peach Care for Kids® and Planning for Healthy Babies® (P4HB®) programs. CareSource is continually working hard to identify and implement streamlined processes to make it easier for you to do business with us as we partner for optimal health outcomes for members.

To optimize the accuracy of approved preauthorization dates and prevent instances where authorizations are approved and loaded with inaccurate dates, kindly follow the guidelines outlined below when submitting requests for preauthorization approvals.

When requesting a Retrospective Authorization:

- If the exact procedure date is available, input that date as both the 'From' and 'To' date in the designated fields. This will ensure alignment between the approved date of service on the authorization and the date of service indicated on the claim.

When requesting a Preauthorization:

- In instances where the exact procedure date has not been determined or the service is planned for a future date, kindly input the earliest anticipated date as the 'From' date while leaving the 'To' date field empty. Upon approval, authorization will remain valid for a duration of one year starting from the 'From' date provided.

Impact:

1. If a service is provided prior to the authorization date, it will be subject to denial, as an approved authorization specifically covering that date of service will not be on file.
2. Moreover, on cases where the 'From' date is left empty during the preauthorization request, the system will automatically set it to the date the request was received. If the procedure is not performed on that date, an approved authorization corresponding to the actual service date will not be on file and the service will be subject to denial. Therefore, it is critical that you provide an anticipated 'From' Date and omit the 'To' date if the exact service date is uncertain. This ensures proper coverage and alignment between the authorization and the eventual service date.

Questions?

For questions about this update, please call Provider Services at: **1-855-202-1058** (Monday through Friday, 7 a.m. to 7 p.m. Eastern Time).