



# NETWORK Notification

**Notice Date:** December 11, 2023  
**To:** Georgia Medicaid Providers  
**From:** CareSource  
**Subject:** Dental Claim – Authorization Mismatch Denials

## Summary

Thank you for your continued participation with CareSource serving Georgia Families® (Medicaid and PeachCare For Kids®), Planning For Healthy Babies® (P4HB), and Georgia Pathways to Coverage™ members. CareSource is working hard continually identifying and implementing streamlined processes to make it easier for you to do business with us and our dental vendor (SKYGEN), as we partner for optimal health outcomes for members.

To enhance the accuracy of the authorization matching process and mitigate instances of denials resulting from discrepancies between the entered authorization numbers on the submitted claim and those within the claims processing system, resulting in exception: **Service Authorization found but matching authorization is not valid**, SKYGEN has recommended that the preauthorization field be left unpopulated (blank) when submitting claims.

## Impact

**HEADER INFORMATION**

1. Type of Transaction (Mark all applicable boxes)

☐ Statement of Actual Services ☐ Request for Predetermination/Preauthorization

☐ EPSDT / Title XIX

2. Predetermination/Preauthorization Number

**Type of Transaction:** There are three boxes that may apply to this submission. If services have been performed, mark the "Statement of Actual Services" box. If there are no dates of service, mark the box marked "Request for Predetermination / Preauthorization". If the claim is through the Early and Periodic Screening, Diagnosis and Treatment Program, mark the box marked "EPSDT/Title XIX".

**Predetermination/Preauthorization Number:** If you are submitting a claim for a procedure that has been pre-authorized by a third party payer, enter the preauthorization or predetermination number needed by the business system.

You will still submit your authorizations as usual, and submit claims as usual, via web portal, electronically via clearinghouses, or via paper claims, using the American Dental Association (ADA) claim form. Do not populate Box 2, which shows the Predetermination/preauthorization number of the ADA claim form or corresponding electronic entry area.

SKYGEN has noted that their system will automatically search for a corresponding authorization on file that matches the member, payee, date of service and service codes.

## Importance

By adopting this approach, the claims processing system will effectively employ the authorization number on file, thereby avoiding any potential discrepancies arising from typographical errors or blank spaces in the authorization number submitted on the claim as well as when a preauthorization has been converted to a **new** retrospective authorization number, if date of service has occurred.

**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.

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DCH Approved [12/06/2023]