



# NETWORK *Notification*

**Notice Date:** July 11, 2025  
**To:** Georgia Medicaid Providers  
**From:** CareSource  
**Subject:** CareSource Expands Partnership with SKYGEN to Leverage Enhanced Provider Services and Support for Georgia Medicaid Population  
**Effective Date:** November 1, 2025

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## Summary

Thank you for your continued participation in CareSource's Georgia Medicaid program and for your ongoing support of our members. We are excited to announce our expanded relationship with SKYGEN, our Dental Administrator. Below are some of the exciting changes this expanded relationship will provide.

## Impact

CareSource will transition all of our dental provider contracts to SKYGEN. You will soon receive a letter from SKYGEN outlining the transition to SKYGEN and the steps needed to remain a contracted provider and continue to care for CareSource members.

Once SKYGEN takes ownership of the network they will also own and manage all of the network data. This will improve the accuracy of network participation, contract and fee schedule loads. SKYGEN will process contract changes in real time to ensure your provider and location data stays up to date to ensure accurate claim processing.

## Importance

SKYGEN's field-based representatives are dental program experts that live and work in your community. You will have a dedicated individual representative assigned to your practice. The Provider Relations team serves as a direct contact for any issues that require resolution, ongoing provider education and other face-to-face support.

SKYGEN introduced a new and improved provider portal experience to providers who participate in their dental programs. The SKYGEN Dental Hub combines essential features and functionality with powerful new enhancements to provide the best experience for you and your practice. Carry out administrative tasks with ease along with the ability to:

- See and manage your business through a single login. No more logging in and out for provider groups with multiple practices or locations.
- Streamlined claim submission, with instant edits to avoid submitting claims in error.
- Receive automated notifications that inform you when important processes or events happen.

The SKYGEN Dental Hub replaced the current SKYGEN Provider Web Portal. Providers were sent a separate email communication including details on how to create a Dental Hub account. If you missed

the prior communication or are not yet on the SKYGEN Dental Hub, you can go to <https://www.dentalhub.com/webinars> for more information.

Thank you for being a dedicated CareSource provider and for delivering much needed dental care to Georgia Medicaid recipients. Keep an eye out for the Network Transition letter from SKYGEN!

**Questions?**

Call CareSource Provider Services at **1-855-202-1058**, Monday through Friday from 7 a.m. to 7 p.m. Eastern Time.

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