CareSource® | NETWORK *Notification*

Notice Date:	**August 26, 2021**
To:	**CareSource Georgia Medicaid Dental Providers**
From:	**CareSource**
Subject:	**Provider Data Impacting Dental Claims**

Summary

Thank you for your continued participation with CareSource serving Georgia Medicaid and PeachCare for Kids Members. CareSource incorporates a unique dental benefits administration strategy into our integrated care model, wherein we maintain most administrative functions at the Managed Care Entity level, including provider network contracting and engagement. This benefits our members and providers as CareSource can better support providers serving our members; and it simplifies administration of the benefit and contracting processes, resulting in reduced provider burden. Our vendor partner SKYGEN USA continues to process and adjudicate claims on behalf of CareSource. As we continue to work with our CareSource Provider Network, as a friendly reminder, it is important to ensure that your Provider and Payee information is updated directly with the state via the **Georgia Medicaid Management Information System (GAMMIS**).

Impact

As part of its Continuous Program Improvement Initiative of the Department of Community Health (DCH), as a reminder per previous Provider network notifications, effective August 1, 2019, directed by DCH, all provider enrollment updates (individual practitioners and facilities) must be submitted through the Georgia Medicaid Management Information System (GAMMIS). From the GAMMIS system, the state submits scheduled provider files inclusive of any updates, to the Managed Care Entities. CareSource will not accept provider enrollment updates that are not processed through GAMMIS for those providers participating with Georgia Medicaid. Thus, Providers are prohibited from submitting enrollment updates directly to CareSource or to our partnered vendor SKYGEN, and CareSource cannot change any information that is not on the records received from the state. **Failure to submit updates through GAMMIS may result in the delay of payment and/or denial of claims.**

Importance

To avoid claims denials and delay of payment due to provider load issues, if you are a current Provider of CareSource, **by September 30, 2021**, please verify that any provider and practice demographics, and payee information with the state in GAMMIS is current. Additionally, if any new Providers are being added to your Group Practice Tax Identification Number (TIN), please validate that the information in GAMMIS matches with your current practice TIN information in GAMMIS. Be sure to verify any changes in practice structure since you first enrolled with the state Medicaid program (i.e. PC to LLC, location address changes, correct spelling, etc.). If there are changes, all enrollment updates must be completed via the GAMMIS online Change of Information form. This includes deactivating any locations no longer in existence. In order to access the form, you must log into the Georgia Medicaid Management Information System (GAMMIS) web portal at www.mmis.georgia.gov using your username and password. The online Change of Information form is located under the Provider link on the upper left-hand side of the GAMMIS web portal.

After September 30, 2021, all Provider data information in SKYGEN will only reflect what is in GAMMIS, therefore it is important to ensure GAMMIS info is up to date.

DCH Change of Information Form Instructions

The online Change of Information form must be submitted when updating the following:

1. Expired credentials (license, specialty certification, accreditation certification or business license);
2. Drug Enforcement Agency (DEA) permit number;
3. "Doing Business As" (DBA) provider name;
4. National Provider Identifier Number (NPI);
5. Provider or Business Name;
6. Service Location Address;
7. Sponsoring Physician;
8. Social Security Number (individual practitioners);
9. Attestation of Compliance for providers who have received $5 million or more during the Federal Fiscal year,
10. Deactivation of provider identification number (for providers who have voluntarily terminated their participation in the Georgia Medicaid/PeachCare for Kids® program;
11. Adding provider contracts;
12. Reactivation of participation if your enrollment file has been suspended due to no claims activity in 12 months;
13. Retroactive enrollment request;
14. Electronic Funds Transfer (EFT) Account;
15. Federal Employer Identification Number (FEIN);
16. Payee Address;
17. Payee Affiliation; and
18. Payee Name.

Instances when the online Change of Information form **may not** be used:

1. *"Mail-to" address updates*: Mail-to address updates are to be completed via the Demographic Maintenance panel on the GAMMIS web portal using your username and password. The Demographic Maintenance panel is located under the Provider link in the upper left-hand side of the GAMMIS web portal.

2. *Change of Ownership updates*: A change of ownership includes, but is not limited to, a dissolution, incorporation, re-incorporation, reorganization, change of ownership of assets, merger, or joint venture whereby the provider either becomes a different legal entity or is replaced in the program by another provider. The new owner must submit an enrollment application via the GAMMIS web portal enrollment wizard. Failure to submit change of ownership updates through GAMMIS may result in delays in reimbursement.

3. *Owners and Managing Employee*: Owners and Managing Employee updates are to be completed via the Demographic Maintenance panel via the GAMMIS web portal using your username and password. The Demographic Maintenance panel is located under the Provider link in the upper left-hand side of the GAMMIS web portal.

4. *Patient Demographic Information*: Providers may use the Demographic Maintenance panel to update patient demographic information such as:

   - Indicating that new patients are being accepted;
   - Identifying correspondence medium; and
   - Changes in office hours and accessibility.

Updates are to be completed via the Demographic Maintenance panel on the GAMMIS web portal using your username and password. The Demographic Maintenance panel is located under the Provider link in the upper left-hand side of the GAMMIS web portal.

Questions?
If you require assistance or clarification on how to use to access the online Change of Information form or the Demographic Maintenance panel, please contact the DXC Provider Call Center at **1-800-766-4456**.

For all other questions, please contact your [CareSource Dental Health Partner Network Manager](#) or contact Provider Services at **1-855-202-1058** or GADentalInquiries@caresource.com.   Our CareSource Provider Engagement Teams are excited to continue to work with you to bring great oral health and overall health outcomes to Georgia.

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