



Network Notification

Notification Date: August 10, 2017
To: CareSource Dental Health Partners
From: CareSource
Subject: New Dental Director and System Updates

Our Georgia launch of CareSource is off and running! We value our partnership with you to provide the highest quality of oral health care for our members. We are committed to making it easy for you and your staff to do business with us.

As you may be aware, CareSource has partnered with Scion Dental to further enhance the efficiency and consistency of our dental management services. We would like to thank you for your patience and cooperation during this time as we work through a few initial efforts to better streamline processes, modify/update policies, and correct a few system loading glitches.

In our commitment to ensuring effective strategies and procedures to improving oral health in Georgia, CareSource recently brought on board Dr. Judy Greenlea Taylor to serve as Dental Director for our Georgia market. Dr. Greenlea Taylor has been a staple in the dental profession and the Georgia community. She brings over 25 years of dental expertise, practice experience, leadership, and public health experience to CareSource. In addition, our national headquartered dental management team, led by Ms. Candace Owens, who brings a wealth of managed care experience, will be intimately involved with the CareSource Georgia team and Scion Dental operations leadership.

In the last couple of weeks, the team has been working to correct a few immediate issues/glitches as noted below:

- **D1120 and D1110** age restrictions have been removed (this was causing some denials in error- denials are being reprocessed)
- **D3220 therapeutic pulpotomy** has been updated to not require a prior authorization (denied claims are being reprocessed)
- **D2930-D2934 SSCs** have been updated as some denials may have occurred due to age and tooth restrictions (denials due to this are being reprocessed)
- **Transition of Care** (approved prior authorizations for members from a previous CMO) – CareSource/Scion was delayed in receiving open/existing prior authorizations issued by the member's previous CMO. As a result, some claims may have denied in error. All claims incorrectly denied will be reprocessed and paid in accordance with the 45 day TOC state policy.
- **Effective August 14, 2017, CPT code D9410 for House/extended care facility call** (for use with General Anesthesia/Deep Sedation) will be covered by CareSource with prior authorization.

Claims denied in error between July 1, 2017 and present are being reprocessed automatically. However, if you were expecting a corrected claim payment and have not received payment by August 14, 2017, please compile a listing of impacted claims and forward it to

ClaimsDentalAdjustments@caresource.com.

An updated Quick Reference Guide reflecting the code modifications above will be sent next week. The Dental Health Partner Manual will be electronically disseminated with an approximate date of August 15, 2017. We apologize for the delay as our goal is to provide you with the most comprehensive, user-friendly resource possible. If you have inquiries about claim issues, covered services, patient eligibility or other member-related concerns in the interim, please contact CareSource Health Partner Services at **1-855-202-1058**, 7 a.m. to 7 p.m., Monday through Friday, Eastern Standard Time. For Scion Web portal issues, please contact Scion directly at 1-844-275- 8757.

Our Dental Director and senior leadership team are working innovatively to ensure real-time communication with you to include monthly newsletters (*starting fall 2017*). We are also working to ensure efficient procedures and reviews, updated policies, enhanced coverage (for adults), patient education, provider resources and provider incentives are implemented to promote quality wellness for our members and *much more*.

Oral health is an integral part of overall health, and is important for our members. You play an important role as we serve our communities. Thank you for being a CareSource health partner. We know you have a choice, and we are pleased that you are part of our network.

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