



# NETWORK *Notification*

**Notice Date:** December 1, 2025  
**To:** Ohio Medicaid, Ohio Next Generation MyCare, Ohio D-SNP Dental Providers  
**From:** CareSource  
**Subject:** Transition of DentaQuest and SkyGen to Delta Dental  
**Effective Date:** January 1, 2026

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## Summary

### Transition of DentaQuest and SkyGen to Delta Dental for CareSource Ohio (Medicaid + Next Generation MyCare FIDE SNP)

- DentaQuest will no longer be the dental vendor for Ohio Medicaid and Ohio D-SNP starting January 1, 2026.
- SkyGen will no longer be a delegated claims partner for Ohio MyCare starting January 1, 2026.
- Delta Dental will be the new vendor for all Ohio Medicare + Medicaid products and will handle the call center, grievances and appeals (G&A), and claims.

## Frequently Asked Questions

### 1. How do I contract with Delta Dental?

- If you would like to enroll in the Ohio Community Care Network (which services both Ohio Medicaid and Ohio MyCare Enrollees) please contact Provider Records **1-800-656-6495** for enrollment information.

### 2. What is the claim runout date for DentaQuest + SkyGen?

- Claims with a date of service (DOS) on or before December 31, 2025, will continue to be processed as normal by the previous dental vendor through December 31, 2026.
- **Example:** Provider submits a claim on 5/20/2026 to DentaQuest with a DOS of 11/01/2025. DentaQuest processes and pays the claim via standard processes.

### 3. Is there a G&A runout period as well for DentaQuest + SkyGen?

- Yes, the former dental vendor will process grievances and appeals for DOS on or before December 31, 2025, completing the 60-day filing window.

### 4. When will members have access to the Delta Dental provider list?

- 2026 Delta Dental providers will be available via the Delta Dental provider locator.

**5. Will CareSource specialists assist members in locating providers?**

- Yes, CareSource specialists will continue to assist members in locating dental providers.

**6. Will providers be listed on the Find a Dentist (FAD) tool?**

- The Delta Dental provider locator will be available as a link within the CareSource FAD tool. This does require leaving the FAD tool and visiting the Delta Dental website.

**7. How long does a member have to complete in progress treatment plans?**

- CareSource is committed to making the transition of dental vendors seamless for our members. All prior authorizations and in progress treatment plans will be provided to the new dental vendor.
- If you do not participate in Delta Dental's network, Delta Dental will be prepared to continue supporting our members' dental care with the provider they choose within the network.

**8. What is the claims process and delegated payer IDs for Delta Dental?**

- All Ohio Next Generation MyCare FIDE SNP claims will go to One Front Door. As this is an ODM requirement, Delta Dental will follow this process for all Ohio Medicare + Medicaid products. Below are the delegated vendor payer IDs for dental:

<b>Payer ID</b>	<b>Payer Name/Product (Vendor)</b>	<b>Service Dates</b>
CSDEN001	CareSource OH Dental Medicaid (DentaQuest)	< 01/01/2026
CSDENMCD2	CareSource OH Dental Medicaid (Delta)	> = 01/01/2026
CSDENMCD2	CareSource OH Dental FIDE (Delta)	> = 01/01/2026

**Example:** Member has an active, in progress orthodontic treatment plan and their current provider does not participate in Delta Dental's network. Delta Dental will be prepared to process those claims under continuity of care practices and policies.

**Questions?**

Please contact the Provider Services Center at 1-800-488-0134, Monday through Friday from 8 a.m. to 8 p.m.

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