



## Network Notification

**Notice Date:** June 14, 2019  
**To:** Ohio Medicaid and MyCare Providers  
**From:** CareSource  
**Subject:** Non-Covered Dental Service Code Payment Policy Reminder

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### Summary

CareSource would like to remind you about the current payment policy for codes **D3346/D3347/D3348** that align with [OAC Appendix A rule 5160-5-01](#).

- **D3346/D3347/D3348 Retreatment of Previous Root Canal Therapy** are non-covered services and are not reviewable over the age of 21.

### Impact

Providers should follow the current payment policy as outlined for appropriate claim processing.

### Importance

Following the payment guidelines will help ensure your claims are processed appropriately.

### Education and Resources

- **Ohio Dental Provider Manual** – You can access the Dental Provider Manual by following this link: **CareSource.com** > Provider Overview > Education > Patient Care > [Dental Provider Manual](#)
- **Electronic Funds Transfer** – We encourage our dental providers to enroll in SkyGen (formerly known as Scion) Dental's Electronic Funds Transfer (EFT) to enjoy efficient and reliable claim payments. Visit <https://pwp.sciondental.com/PWP/Landing> to enroll.
- **Provider Portal** – CareSource offers a Dental Provider Web Portal. Just log in to the CareSource Provider Portal at **CareSource.com** > Login > [Provider](#), select your state, and login in. Once you are logged in, click the "Dental Provider Login" link on the left. The portal can also be accessed directly by visiting <https://pwp.sciondental.com/PWP/Landing>.

You will need a username and password in order to access the portal.

The time-saving functions of the Dental Provider Web Portal allow you to:

- Verify member eligibility
- View member service history, covered benefits and fee schedules
- Create a member eligibility calendar and view real-time eligibility for multiple members
- View authorization guidelines and required documentation prior to submitting authorizations
- Submit authorizations with attachments for faster determinations

For questions about the Dental Provider Web Portal, contact the web portal team at [Dentalproviderportal@skygenusa.com](mailto:Dentalproviderportal@skygenusa.com) or call 1-855-434-9239.

## **Prior Authorization**

Our dental providers can submit prior authorization requests in the following ways:

### **Online:**

<https://pwp.sciondental.com/PWP/Landing>

### **Paper:**

CareSource

OH Authorizations

P.O. Box 314

Milwaukee, WI 53201

## **Questions?**

For questions, please contact Provider Services at **1-800-488-0134** (Monday to Friday, 8 a.m. to 6 p.m. Eastern Standard Time).

OH-P-1633