



# NETWORK *Notification*

**Notice Date:** January 4, 2023  
**To:** Indiana Medicaid Providers  
**From:** CareSource  
**Subject:** Dental Home Assistance for Members

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## Summary

As part of our mission to make a lasting difference in our members' lives, CareSource is excited to announce a new enhancement for dental providers and our members. CareSource Indiana has been providing members with a Primary Care Provider (PCP) for their medical needs for several years. In 2023, we are excited to start providing our Indiana members a Dental Home leveraging **CareSource's Person & Family Centered Dental Home Program**.

## Importance

Establishing a Dental Home means that a member's oral health care is managed in a comprehensive, continuously accessible, coordinated, culturally effective, and family-centered way by a trusted licensed dentist (primary dental provider) assigned to or chosen by that member. CareSource wants to ensure our members have access to a full array of appropriate and timely dental services with prevention as a key focus. Each member in the Hoosier Healthwise (HHW) and Healthy Indiana Plan (HIP) programs should have Dental Homes, typically Pediatric or General Dentists with a primary role to provide, organize, and coordinate care and other professional health care referrals as indicated.

When a member first joins CareSource, they are asked to choose a Primary Dental Provider (PDP) Dental Home. If they have not chosen a Dental Home/PDP, one will be chosen for them by CareSource, based on claims history or family's history in our system with their current dental provider, or we will assign a dentist near where they live. A member can seek care from any Indiana Medicaid enrolled dental provider, but we encourage them to build this relationship with their CareSource participating Primary Dental Provider assigned. Provider panel sizes are determined by logic from CareSource and best practice research.

## Impact

### How the Dental Home Model Will Benefit You as a Provider:

1. You can help your patients achieve better overall health outcomes through continuity of care.
2. If you are a contracted provider and choose to serve as a Dental Home, you will be eligible for our value-based quality rewards payment programs
3. It increases revenue, as you will have access to your member panels and information to schedule appointments.
4. It promotes your relationships with interprofessional colleagues for referrals.

### Dental Home (Primary Dental Provider) Responsibilities:

- Provider must be eligible and enrolled with Indiana Health Coverage Programs (IHCP).
- Provider must be contracted with CareSource and actively accepting new members.
- Provider must have agreed to contract language including submitting timely claims to the dental vendor, as applicable, ensuring Health Insurance Portability and Accountability Act (HIPAA) regulations are followed with coordinated care responsibilities, and participating in quality initiatives, as applicable, including monitoring of member panels for care gaps, which are accessible on the vendor's provider portal.
- Provider must be a general dentist or pediatric dentist although allied providers i.e., Dental Hygienist may perform primary preventive care in accordance with applicable state practice acts. Providers who practice in dental office setting (POS 11); public health department clinics and hospital outpatient clinics, Federally Qualified Health Center/Rural Health Center (POS 50/72) or any POS where most of their practice is devoted to providing continuing comprehensive and coordinated dental care and all referrals are appropriately reviewed.
- Eligible Providers will automatically be signed up for the Dental Home Program. If you would like to opt-out of Dental Home assignment or would like to close your panel at any time, you will need to contact CareSource Provider Services at **1-844-607-2831** and email written notice to [IN\\_Provider\\_Relations@caresource.com](mailto:IN_Provider_Relations@caresource.com).

### **How You Can Access your Member Panel Report**

Providers can view a roster of members assigned to them at any time by going to SKYGEN's Provider Web Portal and following these steps:

1. Click on "Reports" at the top of the toolbar
2. Click Primary Care Assignments
3. Keep default at "All" for location and provider
4. Click Print Report to export to PDF or Excel

### **Members Can choose you as a Dental Home by:**

1. Logging into their My CareSource® personal, secure online account at [my.CareSource.com](https://my.CareSource.com).
2. Click on Choose Provider
3. Before choosing their PMP or PDP-Dental Home, make sure they are on our provider list
4. Click on the "Select a Primary Medical Provider or Dental Home button
5. Can select a PDP/Dental Home by calling Member Services. at **1-844-607-2829** (TTY: 1-800-743-3333 or 711)
6. A Member can also change their Dental Home at any time by either of the above methods (Members should note why they are changing Dental Homes)

We look forward to and thank you for our continued partnership with you and this new program that will benefit our members.

### **Questions?**

For questions, please contact CareSource Provider Services at **1-844-607-2831**. You can also reach us by [email](#) or by contacting one of our [Health Partner Engagement Representatives](#) Monday through Friday from 8 a.m. to 6 p.m. Eastern time (ET). If you have a question about quality measures or HEDIS, you can contact a [Community Health Liaison](#) in your region.