



Network Notification

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

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 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