



Network Notification

Date: September 1, 2011

Number: OH-P-2011-38

To: Ohio Dental Providers

From: CareSource

Subject: Enhanced Dental Management Services

CareSource welcomes the opportunity to partner with our dental providers to improve and maintain the dental health of our members. To that end, CareSource is making changes that will enhance efficiency and consistency in our Dental Management Services and simplify your interactions with us. New software will allow us to better monitor preventive and other needed services to improve access to our members' dental benefits.

Electronic Submission of Diagnostic Photographs and x-rays

Great News, Dental Providers! CareSource has made it easier for you to request Prior Authorizations and hopefully reduce your costs and valuable time. Dental casts and plaster models are no longer required, however diagnostic photos must accompany prior authorization requests for orthodontia and other services that previously required models. Also, now you can send electronic Prior Authorization requests, quality diagnostic photographs and digital x-rays to:

- CSMGPreAuthImages@caresource.com

If you prefer, hard copy Prior Authorization forms, photographs and x-rays can still be sent to:

CareSource
P.O. Box 1307
Dayton, OH 45401-1307

Criteria used for Prior Authorization

CareSource uses the [Ohio Department of Job and Family Services \(ODJFS\)](#) state Medicaid dental criteria as a basis in making determinations for services provided to our members. Our new dental management software will allow CareSource to apply Prior Authorization requirements more objectively and consistently and assure compliance with Ohio Administrative Code (OAC) regulations and CareSource policy.

Dental Claims

For dental providers who prefer to submit claims electronically, please work with an electronic claims clearinghouse. A [complete list](#) of the clearing houses CareSource currently accepts electronic claims through is available at www.caresource.com.

If you mail [dental claims information](#), please mail to:

CareSource
P.O. Box 8730
Dayton, OH 45401-8730

2011 Dental Handbook

Our updated Dental handbook is intended to be a great resource for you, and a helpful link between your office and CareSource. Our new version will be available on our website, www.caresource.com, in mid-September.

Provider Portal Enhancements – Coming Soon!

In 1st quarter 2012, we plan to have available our upgraded FREE, secure online Provider Portal, located at www.caresource.com. This will be an option for dentists who wish to interact electronically with CareSource. Watch for more information about how these new enhancements can assist you in reducing administrative costs and improve accuracy of claims payment, among other things.

As always, we appreciate your participation with CareSource and the services you provide our members.