DENTAL PROVIDER MANUAL

Connecticut Dental Health Partnership (The dental plan for HUSKY Health)

The Connecticut Department of Social Services

BeneCare Dental Plans

Welcome to the Connecticut Dental Health Partnership

Dear Doctor:

We are pleased to announce that the State of Connecticut's publicly funded dental care programs, HUSKY A, HUSKY B, HUSKY C (Traditional Medicaid Title XIX Fee For Service) and HUSKY D (Medicaid For Low Income Adults-formerly State Administered General Assistance "SAGA"), now have been combined into one dental plan with a new name: the **Connecticut Dental Health Partnership** (**CTDHP**). CTDHP oversees the dental plan for the Department of Social Services (DSS) dental care programs which cover more than 750,000 residents in Connecticut. Participants in the program include the aged, blind and disabled, low income families and adults as well as the state sponsored insurance plan known as SCHIP. The number of beneficiaries is approximately evenly split between children and adults.

DSS is the lead agency for the State of Connecticut which provides a broad range of services to the elderly, people with disabilities, families and individuals who need assistance in maintaining or achieving their full potential for self-direction, self-reliance and independent living. DSS administers over 90 legislatively authorized programs and operates on one-third of the state budget. DSS also administers the Medical Assistance Program which includes the Connecticut Dental Health Partnership.

BeneCare Dental Plans was selected by DSS, in 2008, as the Administrative Service Organization (ASO) to manage the Connecticut Dental Health Partnership for the State of Connecticut. BeneCare is a dental benefit management company that operates dental benefit programs for fully insured and self-insured clients in the Northeast and Mid-Atlantic regions under a wide array of State, County and Municipal government, multi-employer welfare fund and commercial employer sponsored plans.

Please review the material in this manual carefully. The manual is an addendum to the contract you have with the state of Connecticut Medical Assistance Program. Item 10 of the Provider Enrollment Agreement states in part: "To abide by the DSS' Medical Assistance Program Provider Manual(s), as amended from time to time, as well as all bulletins, policy transmittals, notices and amendments that shall be communicated to the Provider, which shall be binding upon receipt unless otherwise noted". Please pay particular attention to the section entitled Connecticut Dental Health Partnership Policy/Standards of Care which contains information on marketing guidelines as well as appointment scheduling guidelines and other important information. The CTDHP will be sharing a variety of programmatic updates and notices with you in the future, so please be on the look-out for communications from the CTDHP and place them in your manual which has been provided in a three ring binder for your convenience.

Thank you for your continued participation in the CTDHP programs and support of Connecticut's neediest residents.

Sincerely,
Connecticut Dental Health Partnership

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Chapter 1 Contact Information

Provider Services Call Center

Our call center is here to provide you and your patients with assistance in securing dental services. The call center is staffed Monday – Friday from 8:00 AM to 5:00PM. Providers may call the following numbers for assistance:

Contact	Phone Number
CTDHP Client Services and Local Provider Services	**866 – 420 – 2924** **855-CTDENTAL** **(855-283-3682)**
Facsimiles	**860 – 674 – 8174**
Prior Authorization Requests and Inquiries	**888 – 445 – 6665**
HP/EDS Provider Assistance Center	**800 – 842 – 8440**

Mailing Addresses

Prior Authorization and Post Procedure Authorizations Requests for Non – Orthodontic Services:

CT Medicaid Prior Authorizations
CO/Dental Benefit Management/BeneCare
PO Box 40109
Philadelphia, PA 19106-0109

Prior Authorization for Orthodontic Treatment Requests:

Orthodontic Case Review
C/O BeneCare Dental Plans
195 Scott Swamp Road, Suite 101
Farmington, CT 06032

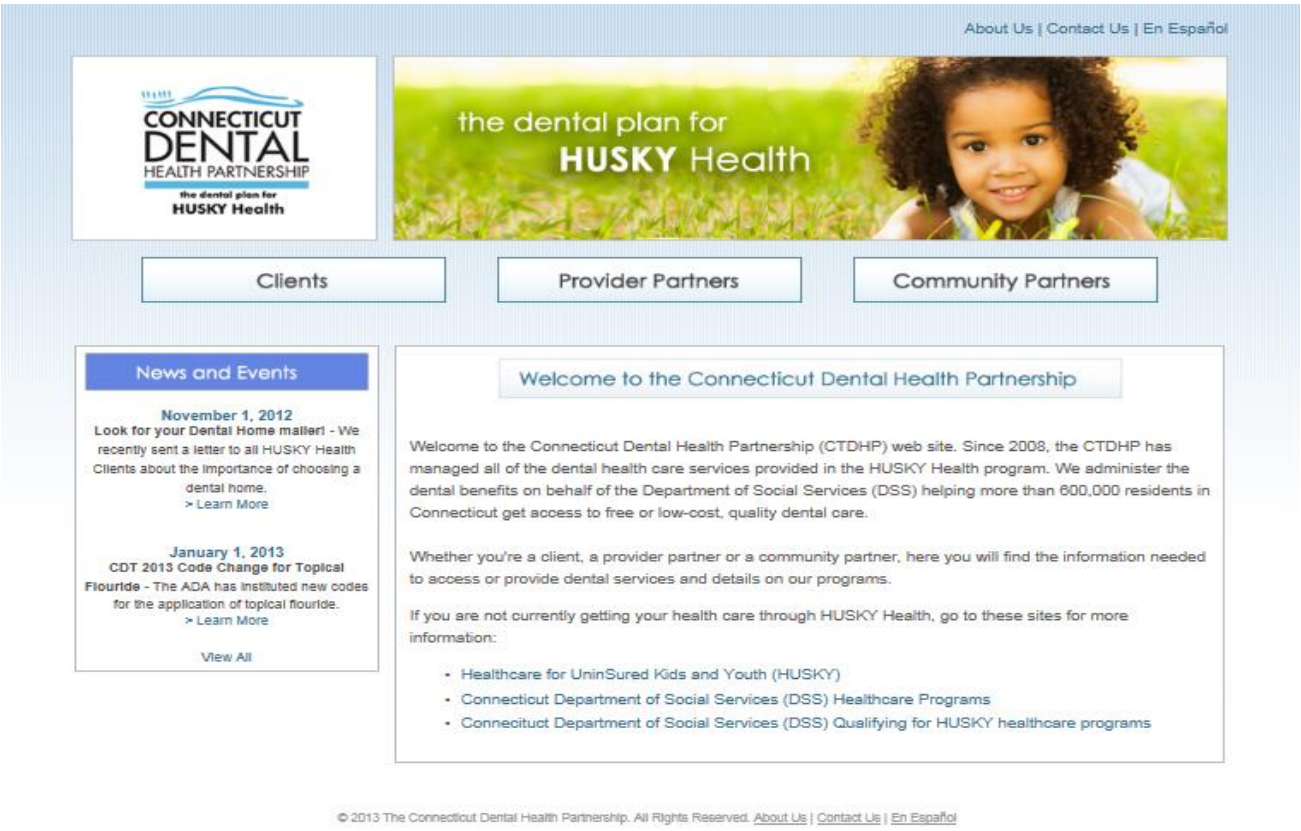
Paper Claims (paper claims must be submitted on the J434 Red ADA Claim Form:

HP/EDS
PO Box 2971
Hartford, CT 06104

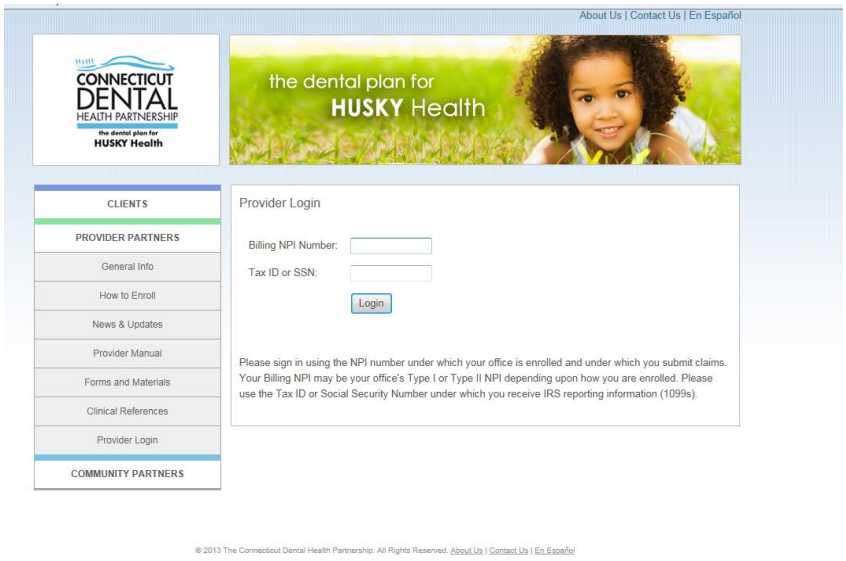
CTDHP Website

Providers may sign on to the CTDHP website at www.CTDHP.com. The website has both public and secure portals. The public portal gives access to general information resources and is open to partners, clients and providers. The secure portal is used to access protected health information regarding Prior Authorization status and Client History by date of service. Providers will need to use their NPI and Federal Tax Identification Number (TIN) to access the secure area of the website. To sign on to the secure site, please follow the steps below:

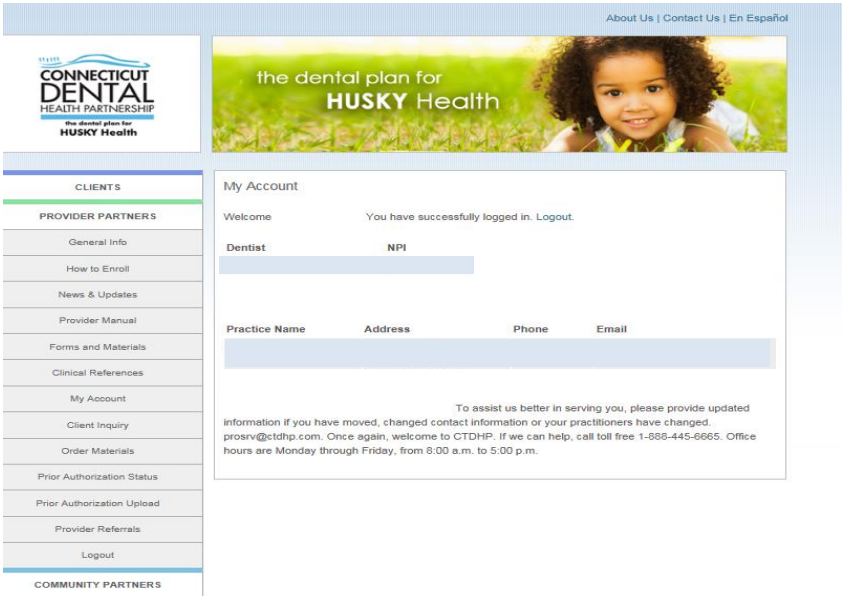
Navigate to www.CTDHP.com and click on the link on the top of the Home Page for Provider Partners:



Click on the link labeled "Provider Login" on the left side of the page. To sign into the secure portal, you will need your Billing National Provider Identifier (NPI) number as well as your Federal Tax ID number. Enter the information in the boxes provided.



Once you have successfully entered your identifying information, you will see the screen below populated with your personal information:

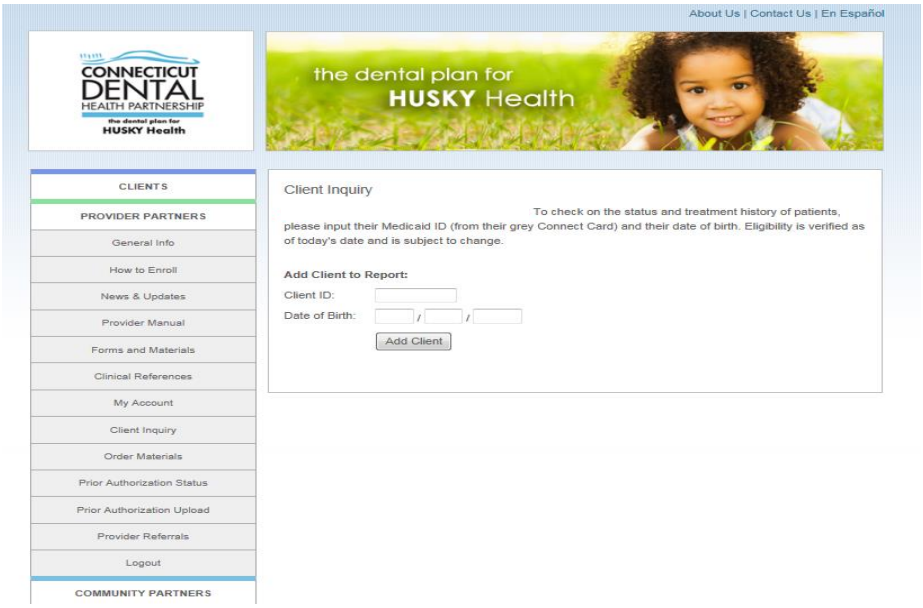


You may now use the links on the left side of the page to check client eligibility, treatment history and find additional participating providers or upload information to BeneCare.

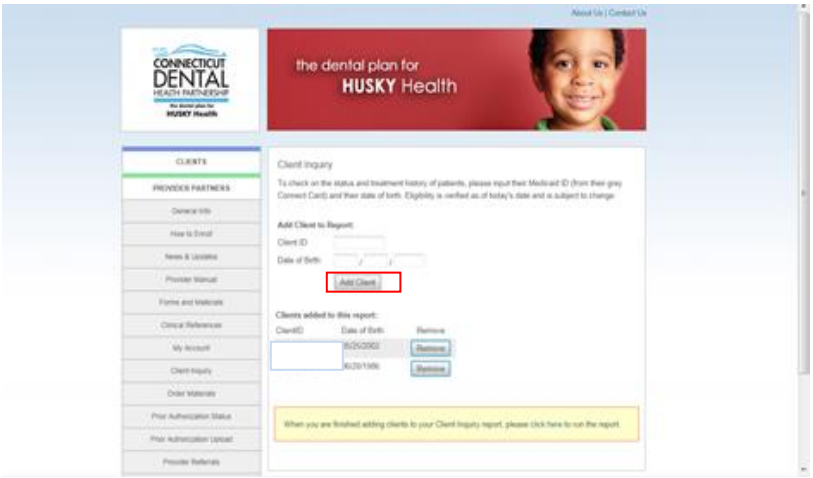
Client Eligibility and Treatment History

To check Client Eligibility and Treatment History follow the steps outlined below:

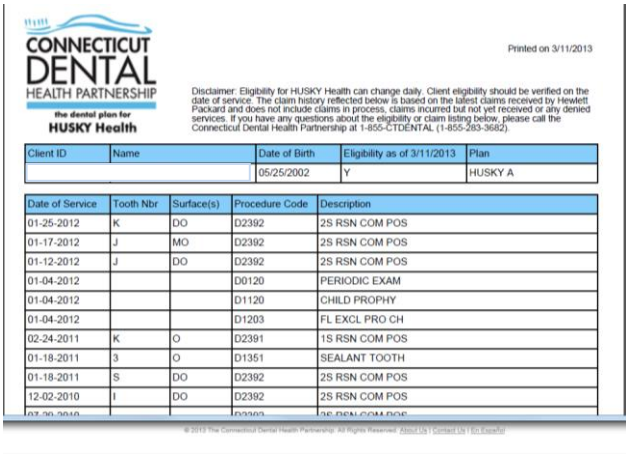
Click on the link labeled **Client Inquiry**. You will then see the following screen:



For each client that you wish to check eligibility for, please enter the client's Medicaid ID number, Date of Birth, and click on the "Add Client" button.



As you add clients to the eligibility report, they will appear on the screen in list format. When you have finished adding clients to the report, you can either click on the "Remove" button to delete a client from the report, or click on the hyperlink in the yellow box labeled "Click Here" to run the report. The screen will return the current day's eligibility status as well as a listing of historical dental procedures on file.



CONNECTICUT DENTAL HEALTH PARTNERSHIP
the dental plan for HUSKY Health

Printed on 3/11/2013

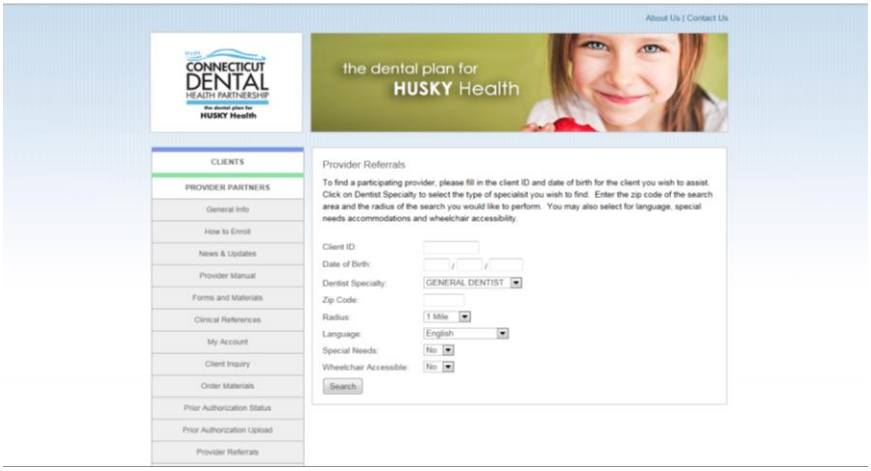
Disclaimer: Eligibility for HUSKY Health can change daily. Client eligibility should be verified on the date of service. The claim history reflected below is based on the latest claims received by Hewlett Packard and does not include claims in process, claims incurred but not yet received or any denied services. If you have any questions about the eligibility or claim listing below, please call the Connecticut Dental Health Partnership at 1-855-CTDENTAL (1-855-283-3682).

Client ID	Name	Date of Birth	Eligibility as of 3/11/2013	Plan
		05/25/2002	Y	HUSKY A

Date of Service	Tooth Nbr	Surface(s)	Procedure Code	Description
01-25-2012	K	DO	D2392	2S RSN COM POS
01-17-2012	J	MO	D2392	2S RSN COM POS
01-12-2012	J	DO	D2392	2S RSN COM POS
01-04-2012			D0120	PERIODIC EXAM
01-04-2012			D1120	CHILD PROPHY
01-04-2012			D1203	FL EXCL PRO CH
02-24-2011	K	O	D2391	1S RSN COM POS
01-18-2011	3	O	D1351	SEALANT TOOTH
01-18-2011	S	DO	D2392	2S RSN COM POS
12-02-2010	I	DO	D2392	2S RSN COM POS

Provider Referral Tool

Providers will also have access to a locator tool which can be used to find a general dentist or specialist in a provider or client's area. To access the tool, click on **Provider Referrals** on the left side of the page. The following screen will appear:



Fill in the Client ID, Client Date of Birth, Zip Code and preferences for specialty, distance, language and special needs and click **Search**. If a search returns no results, it may be necessary to increase the radius and/or refine the selection criteria for language or special needs.

Department of Social Services Website

DSS contracts with HP Enterprises, Inc. to maintain the website for the Medical Assistance Program and it is called "interChange" or iC for short. The Connecticut interChange web portal is comprised of both a Public web site and a secure web site. The web portal is accessed at www.ctdssmap.com.

The public website does not require the user to have a password. The public access portal allows providers to view and download provider publications, current topics and provider enrollment and re-enrollment applications. This web site gives access to the secure web site log on.

The secure site gives provider specific information concerning claim processing, client eligibility verification, secure file uploads & downloads and other similar functions. You can also review your remittance advices and much more.

For assistance or questions concerning how to log into the secure section of the web portal, please contact HP Provider Relations at 800-842-8440.

Client Eligibility

Please note, it is important to verify client eligibility each time you see a client. Just like commercial insurance, a client may lose his or her eligibility for a number of reasons. It is important to retain the record number when you obtain the client's eligibility status, as in very rare instances, the eligibility record may be inaccurate. This number will allow you to prove that you verified the client eligibility on the date of service and will allow you to be reimbursed for any covered services you performed.

In addition to the CTDHP website, there are a number of ways that you can check client eligibility status. For additional resources please refer to the Connecticut Medical Assistance Program Policy Manual, Chapter 4. Go to

- www.ctdssmap.com
- Choose "**Information**"
- Scroll down and select "**Publications**"
- Scroll down to Chapter 4, "**Client Eligibility**"
- Click "**Chapter 4**"