

# STATE OF CONNECTICUT

## DEPARTMENT OF SOCIAL SERVICES

25 SIGOURNEY STREET • HARTFORD, CONNECTICUT 06106-5033

Dear CTDHP Provider Partner:

Recently, many dentists who participate in the Connecticut Dental Health Partnership (the HUSKY Health Medicaid dental network) received a telephone call and/or a package of information from “DeCare Dental, LLC.” DeCare Dental is a dental network recruitment and rental company. The company operates a network of dentists under the name “CivicSmiles”.



### ***How does this work?***

The company recruits dentists to participate in the network that they are building – in this case DeCare leads one to believe it is for the participation in the Medicaid Program in Connecticut (Connecticut Dental Health Partnership aka CTDHP). Once the company has signed up what they feel is an “adequate” number of dentists, they begin to market the “CivicSmiles” network. When they have a buyer, DeCare then rents the network out to the buyer and then to other entities such as Aetna, Cigna, or an IPA for a price. The dentist is then obligated to see the patients in the entity in which s/he is rented. This company is confusing dentists by saying that they are recruiting for the Medicaid program and implying that the State of Connecticut is changing how it will manage its network.



### ***Is there a change in the CTDHP/State of Connecticut Medicaid Program or its enrollment process?***

No. The only way to enroll in the CTDHP is through an on – line application that is done through the [www.ctdssmap.com](http://www.ctdssmap.com) website operated by Hewlett – Packard Enterprises, LLC. (aka HP). The website is the only way to sign up and participate in the Medicaid (CTDHP) program. HP does not enroll networks of providers, only individual or group practices.

### ***Is there a change to the Medicaid claims payment process?***

The State of Connecticut HUSKY Health Program has only one entity that will pay enrolled providers for claims submitted for services rendered to HUSKY Health (Medicaid) members. This is HP Enterprises, Inc. All claims are paid through HP and never by any other party or entity than HP.

If you have any questions, please feel free to call the CTDHP Customer Service Center at 866 – 420 – 2924 Monday through Friday, 8:00 am through 5:00 pm.

If you are not enrolled and would like to sign up to be a provider for the CTDHP please call Mike Massarelli at 860 – 507 – 2303.

I would like to thank you for your participation in the Connecticut Dental Health Partnership; without you, we would never have been able to provide access for dental care to Connecticut’s most vulnerable citizens.

A handwritten signature in cursive script that reads "Donna J. Balaski, D.M.D." followed by a flourish.

Donna J. Balaski, D.M.D.  
Department of Social Services  
860 – 424 - 5342