



P.O. Box 486
Farmington, CT 06034-0486

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 and Local Provider Services	855-CTDENTAL (855-283-3682)
Facsimiles for CTDHP Client and Local Provider Services	860-674-8174
Prior Authorization Requests	888-445-6665
HP Provider Assistance Center	800-842-8440

Be sure to visit the Connecticut Dental Health Partnership's new website at www.ctdhp.com!

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Connecticut Dental Health Partnership Provider Partners' Newsletter

MAY
2014

The Dental Home: Everyone should have one!

The Connecticut Dental Health Partnership (CTDHP) promotes the concept of a Dental Home. "Dental Home" means an ongoing relationship between a dentist and a patient, inclusive of all aspects of oral health care delivered in a comprehensive manner. Care should be continuously accessible and coordinated. Establishment of a dental home for a patient should begin no later than 12 months of age and include referral to dental specialists when appropriate. Key features of the dental home include:

- Provides **comprehensive** dental care including prevention and emergency services.
- Improves or maintains *the patient's* oral health to a **functional** level.
- Regular preventive recall appointment **reminders** are performed for all patients.
- Care is **personalized** to each patient and includes individualized oral care instruction.
- If specialty services are not performed in your office, a formal written or electronic **referral** to another appropriate specialist and all services continue to be coordinated by the dental home.
- Care is **coordinated** to maximize effectiveness and efficiency, consistent with evidence-based and community standards.
- Completes a disease **risk assessment** for each patient and uses it to design an individualized treatment plan. It must include consideration of the patient's overall health and any needed coordination with other health care providers.
- Is **continuously accessible** and has regularly scheduled appointment hours available on a weekly basis.
- Primary care dental providers which are **not** pediatric or geriatric specialists:
 - ◊ Accepts patients starting at age one with no upper age limit.
 - ◊ Accepts both adult and child patients.
 - ◊ Encourages all members of the family to have the same dental home.
 - ◊ Maintains the patient's right to choose their (and their families') Dental Home.
 - ◊ Encourages patients to stay with their chosen Dental Home for an extended period of time.
- For primary care dental providers which **are** pediatric or geriatric specialists:
 - ◊ Encourages other family members to have dental home(s) and makes referrals as needed;
 - ◊ Maintains the patient's right to choose their (and their families') Dental Home;
 - ◊ Encourages patients to stay with their chosen Dental Home for an extended period of time;
- Has a written plan for providing **emergency care** after regularly scheduled office hours twenty-four hours a day, seven days per week, other than simply providing a referral to the local hospital emergency room;
- Has written or electronic **communication with primary care and specialty medical providers** when in the best interests of the patient.

Watch for more information pertaining to the Dental Home in your mail and on our website at www.CTDHP.com.

Re-Enrollment It is a

MUST!

Please be sure to monitor your re-enrollment date. If you do not re-enroll in a timely fashion you will not be able to be paid for the clients you treat. If you have any questions please call 1-855-CT-DENTAL option #4 and we will assist you.

CTDHP Website

The Connecticut Dental Health Partnership, the Dental Plan for HUSKY Health has a useful and informative website. Please go to www.CTDHP.com to access provider resources, to upload prior authorizations, verify client history, download educational materials and much more!

About Us

The State of Connecticut's publicly funded dental care programs, HUSKY A, HUSKY B, HUSKY C and HUSKY D now have been combined into one dental plan with a new name: the Connecticut Dental Health Partnership the Dental Plan for HUSKY Health (CTDHP). CTDHP oversees the dental plan for the Department of Social Services (DSS) HUSKY Health program which covers more than 675,000 residents in Connecticut.

CTDHP Providers Appeals Process

Provider appeals are available for services where prior authorization has been requested or the prior authorization has been completed and were denied as a result of a request for post procedure authorization. CTDHP/BeneCare has established an internal appeals mechanism for providers. Appeals can be made via the telephone by calling **1-888-445-6665**. Explain to the provider call center representative why you feel the decision is incorrect and ask for a second consultant to review your request. Appeals may also be submitted in writing to:

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

If a provider is not satisfied with the final determination upon exhaustion of the CTDHP/BeneCare internal appeals protocols, providers may avail themselves of an independent third party review established by the Department of Social Services.

To Learn More, Take a Free Course on Risk Assessment

#1018656: *The Dental Providers' Perspective on the Age One Dental Visit* is an online CE course designed for general dentists treating an age one child. The free course is available through Connecticut Department of Public Health and is located on CT TRAIN <https://ct.train.org/>

Amalgam Free Offices

Amalgam-free offices can submit a prior authorization request for procedure D2999 with the comment that they are amalgam free and with an explanation of tooth number(s) and type of filling(s) that are needed. The office will be reimbursed at the amalgam filling rate. If more than one of these types of fillings are being provided on the same day, the Prior Authorization must reflect all of the fillings in the description and the sum of all fillings will be reimbursed using the code D2999 one time for the day. The code D2999 can only be used once per visit.

Identity Theft

Identity theft needs to be protected against. Please be sure to get photo identification from clients and responsible parties. Your office is at risk if you do not follow this protocol. If you treat a patient without recording a copy of a photo ID your office may be required to return a payment if you treated a person who incorrectly used someone else's benefit card.

Next Issues Preview

- Plan changes
- Orthodontic PA process changes
- Provider Survey online