

**CENTENE™**

DENTAL SERVICES

Provider Newsletter

Volume 1, 2025

Centene Dental Services is a leader in exceptional, tailored dental benefits and services for Medicaid, Medicare and Marketplace member products. Each quarter we give you key information you can use to best serve your patients.

A BRIGHTER, HEALTHIER FUTURE. ONE SMILE AT A TIME.

Local Market Reminders

Arizona Medicaid – Arizona Complete Health Long-Term Care (ALTCs) implementation is on hold, pending state approval.

Mississippi Medicaid – Starting July 1, 2025, Centene Dental will administer dental benefits for Magnolia Health members enrolled in the Children's Health Insurance Program (CHIP). As a network provider, you will be able to serve both Magnolia Medicaid and CHIP pediatric members under the terms of your contract. You must be registered with the state to see these members. Please visit portal.ms-medicaid-mesa.com and select Provider Enrollment Access.

Per the MS Division of Medicaid (MS DOM), we now require dental claims to be submitted with valid dental ICD-10 diagnosis codes. Claims without ICD-10 diagnosis will be denied regardless of the date of service. Providers may not bill members for denied services in this scenario.

Nebraska – As of April 1, 2025, Nebraska check run moved from a close-out of Tuesday with Thursday paid dates to Wednesday with Friday paid dates.

Ohio – Ohio dental providers are reminded of the External Medical Review (EMR) process, available when disputing a Buckeye Health Plan decision to deny, limit, or terminate services due to lack of medical necessity. Providers can request an EMR through Permedion within 30 days of a final determination. The process is free, does not interfere with peer-to-peer reviews, and is exclusive to Medicaid managed care and OhioRISE members. For full details, including the necessary forms and instructions, visit the [External Medical Review \(EMR\)](#) page located on the Buckeye Health Plan website.



2024 ADA Claim Form Enables SRP Reporting

Per the American Dental Association, the 2024 ADA Dental Claim Form version provides new spaces for reporting data that can expedite timely and accurate claim reimbursement. It is now possible to clearly identify claims for services delivered by a “locum tenens” dentist, one who is standing in for another who is away from the practice for a short time. The form also supports reporting an identifier, known as Payer ID, that when available uniquely identifies the third-party payer receiving the claim.

In addition, note that Box 39a allows the provider to enter the date of service for the last Scaling and Root Planing (SRP) procedure, which may assist the provider with completing the requirements of D4910, Periodontal Maintenance.

For more information, please visit ada.org/publications/cdt/ada-dental-claim-form.

Discover Centene Dental’s CDT® Code Search Tool

Did you know Centene Dental offers an easy-to-use tool to help you quickly determine coverage for your patients? The CDT Code Search Tool, available at centenedental.com/CDT, streamlines the process of checking covered codes and limitations. With just a few clicks, you can:

- Select your state and line of business.
- Search by CDT code or key words to see what is covered.
- View procedure limitations.
- Check if prior authorization or prepayment review is required and what documentation is needed.
- Access relevant clinical policies for covered procedures.

This powerful tool ensures you have the information you need at your fingertips—saving time and improving patient care. Make sure to bookmark centenedental.com/CDT and take advantage of this resource today!

Our Provider Web Portal Makes It Easier to Get Things Done

Our [Provider Web Portal](#) (PWP) allows dental providers to manage benefit administration via a host of web-based services. Providers and authorized office staff can log in for secure access anytime from anywhere and handle a variety of day-to-day tasks, including:

- Verify member eligibility
- Reprint EOPs
- Manage claims
- View office manual and plan specifications
- Check the status of a claim
- Access our policies and procedures
- Review past claim submissions

A valid user ID and password are required for access. [Register](#) online or contact our Customer Service team with any questions.

Prior Authorization Reminder

Providers have three convenient options for submitting authorization requests:

1. Provider Web Portal (PWP)
2. Electronic Clearinghouse
3. Paper Predetermination using a current, typed ADA Claim Form

If submitting via paper, please refer to your state's mailing address listed in the Plan Specifications section of the PWP. This section also provides important details, including authorization turnaround times and validity periods specific to your market.

Improve Oral Health Through HEDIS® Measures

Centene Dental Services is committed to improving the health of our community by helping members live healthier lives. Oral health is a vital part of a child's tooth and gum development and overall well-being.

Because of your vital role in our members' health, we ask for your help to ensure our pediatric and adolescent members schedule the following services yearly:

Oral Evaluation, Dental Services (OED)

- Medicaid members under 21 years of age who received a comprehensive or periodic oral evaluation with a dental provider.
- Applicable CDT Codes: D0120, D0145, D0150

Topical Fluoride for Children (TFC)

- Medicaid members 1-4 years of age who received at least two fluoride varnish applications.
- Applicable CDT Code: D1206

In support of our commitment to disease prevention and the oral health of our members, here are a few ways our providers can help:

- Educate parents/caregivers on the importance of routine dental care and regular fluoride treatments for children.
- Reach out to patients who have not had an oral evaluation and help schedule an appointment.
- Schedule 6-month appointment while patient is on site and make reminder calls to reduce no-show rates.



Interpretation Services Available at No Cost

Using a professional interpreter is crucial when communicating with a patient. Family members, friends, or office staff may offer help, but they may not convey all details accurately. Medical interpreters are trained in the necessary terminology. This helps ensure clear and precise communication, reducing the risk of errors when discussing a patient’s diagnosis or care plan.

Translation services are available to members at no cost to them or to you. When scheduling appointments, please make sure all of the member's needs are identified so they can be accommodated. If TTY services are required, call 855-735-4395. Thank you for your dedication to meeting our members’ needs.

Clinical Policies Posted Online

Centene Dental takes individual circumstances and the local delivery system into account when determining medical necessity of dental services. As a dental benefits administrator, we founded our objective clinical policy guidelines upon evidence-based dentistry to determine medical necessity when making utilization decisions. Our Utilization Management Committee, which is composed of our dental directors, follows a formal process to develop and evaluate all clinical policy guidelines and procedures for applying criteria. Current policies are available on our secure Provider Web Portal and the public website at centenedental.com/policies.

The clinical policies below have been updated recently.

Policy	Policy Title	Q1 2025 Update
CP.DP.21	Inhalation of Nitrous Oxide-Oxygen	Minor change to Policy I: Changing to “all conditions must be present when any of conditions A through E are met and none of the contraindications in F are present.”
CP.DP.25	Removable Prosthodontics	State-Specific Rules for Wisconsin added.




DENTAL CARE BY THE NUMBERS

Centene Dental Services Proudly Serves

 **27** STATES

 **81,000**
PROVIDERS

 **44,000**
MEDICARE LIVES

 **560,000**
MARKETPLACE LIVES

 **3.4M**
MEDICAID LIVES

About Us

Envolve Dental, doing business as **Centene Dental Services**, is a wholly owned Centene Corporation. Our innovative client solutions, education programs, personal attention, and provider support create a comprehensive dental care system that reduces administrative burden for providers and offers quality dental services for our clients' members. Questions? Please contact our Customer Service team.

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