



Connecticut Dental Health Partnership PROVIDER PARTNER NEWSLETTER

February is National Children's Dental Health Month

Help us celebrate by showing your patients some great new videos from Connecticut's own "Dr. Tooth Fairy," now in English and Spanish. You can also still get more helpful oral health advice for children with special audio messages from in English, Spanish, Portuguese, Polish and Arabic!

Children (and their loved ones) can tune into Dr. Tooth Fairy's messages this year by visiting our **website's special landing page** and they may also get a glimpse of her on PBS Kids TV throughout the month, on their main channel as well as streaming. And this year, we are also introducing - "Hector the Hygienist!"

See the links below:

Videos in English and Spanish and Audios in 5 different languages.

<https://ctdhp.org/dr-tooth-fairy-2/>

A Poster you can Print for Your Office
Dr. Tooth Fairy Poster (8 1/2 x 11)

Click to download poster



Scan to access
Dr. Tooth Fairy
web page



About Us

The State of Connecticut's publicly funded dental care programs, HUSKY A, HUSKY B, HUSKY C and HUSKY D, and Covered CT now have been combined into one dental plan: 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 approximately 1 million residents in Connecticut.

CTDHP Website

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

Connecticut Medical Assistance Program Provider Satisfaction Survey

The Department of Social Services (DSS) is conducting a Provider Satisfaction Survey to obtain your feedback on the services provided by Gainwell Technologies.

Our goal is to consistently improve our service to you in all areas. Your comments on Gainwell Technologies' performance as well as areas which still require attention are appreciated and will assist us in serving you better. Learn how to access the survey here.

Click to Get-Download-File



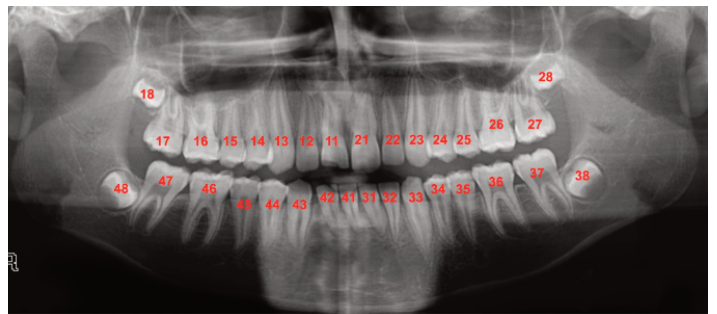
Important Reminder

Proper Labeling and Mounting of Radiographs

Please remember the CTDHP requires that all radiographic images have proper labeling and dates of exposure prior to consultant review for Prior Authorization or Post Review. Additionally, when more than 5 periapical films are submitted, they must be properly mounted as well.

Failure to provide proper labeling and dates of exposure will result in the delay of the review and the rejection of the PA request. Unmounted full mouth series will be rejected as well.

Please be sure the quality of the radiographs being submitted for review are of diagnostic clarity.



In cases where proper labeling and/or dates of exposure cannot be placed on the images, place all appropriate information in the remarks section of the claim form.



CTDHP Provider Manual

The Connecticut Dental Health Partnership's provider manual has been updated. Please visit our website CTDHP.org to see the new format. The provider manual includes updated information about the plan and is searchable.

For full details please follow this LINK.

<https://ctdhp.org/wp-content/uploads/2023/12/Provider-Perio-Benefit-FAQs.pdf>

If we can be of any help please reach out to us at

855-CT-DENTAL ctdhp.org

Member Medical Claims History Lookup

A patient's medical history is an important foundation for a dentist's diagnosis, treatment planning and prevention of potential complications. This tool is ideal to see if your adult patient does not need a PA for a second annual cleaning. And by being able to access HUSKY Health and Covered CT member medical histories, you can assess certain medical conditions that might influence the treatment decisions or impact post-operative care.

Running a Member Medical History Report

1

Once you've navigated to the Provider login page, click the **Provider Login** button.

Congratulations on being part of a special team of dental professionals serving HUSKY Health and Covered CT members. Here you can access the secure area of our website where you can:

- Verify Eligibility
- Upload Prior Authorizations
- Verify Prior Authorization Status
- View Patient Treatment History

Provider Login

2

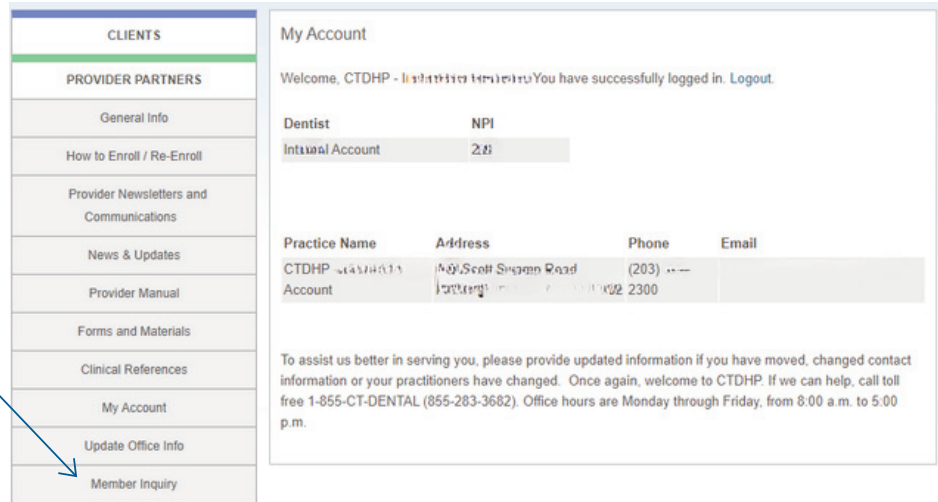
Enter in your Billing NPI Number and your Tax ID or SSN on the Provider Login portal; then click the **Login** button.

CLIENTS	Provider Login
PROVIDER PARTNERS	Billing NPI Number: <input type="text"/>
General Info	Tax ID or SSN: <input type="text"/>
How to Enroll / Re-Enroll	<input type="button" value="Login"/>
Provider Newsletters and Communications	Please sign in using the NPI number under which your office is enrolled and under which you submit claims. Your Billing NPI may be your office's Type I or Type II NPI depending upon how you are enrolled. Please use the Tax ID or Social Security Number under which you receive IRS reporting information (1099s).
News & Updates	
Provider Manual	
Forms and Materials	

Member Medical Claims History Lookup

3

Once logged in to your account page, click the **Member Inquiry** tab on the left-hand side.

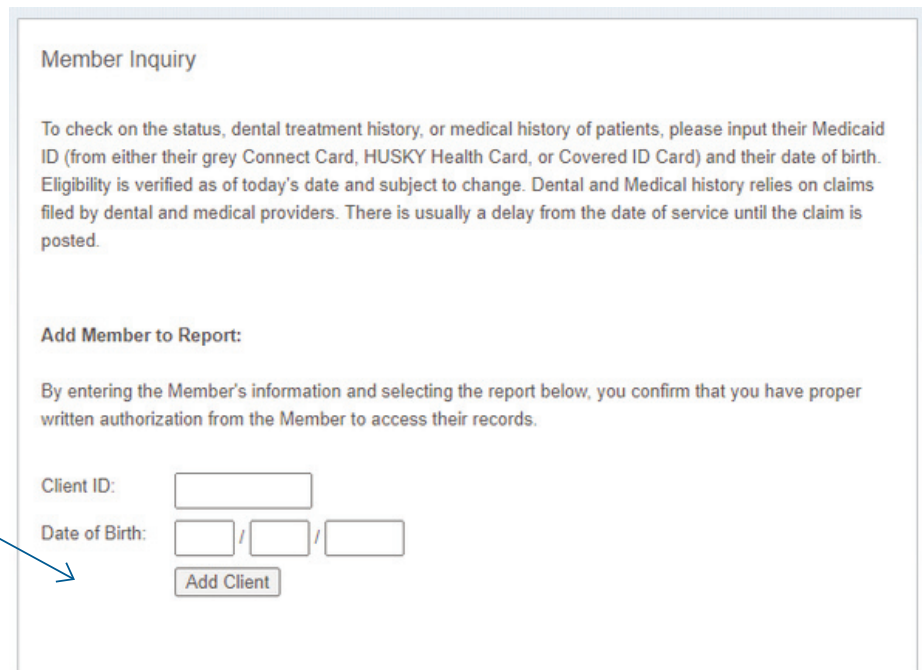


The screenshot shows a provider portal interface. On the left is a vertical navigation menu with the following items: CLIENTS, PROVIDER PARTNERS, General Info, How to Enroll / Re-Enroll, Provider Newsletters and Communications, News & Updates, Provider Manual, Forms and Materials, Clinical References, My Account, Update Office Info, and Member Inquiry. A blue arrow points from the 'Member Inquiry' item to the right-hand content area. The content area is titled 'My Account' and includes a welcome message, a 'Logout' link, and a table of dentist information. Below the table is a notice about providing updated information.

Practice Name	Address	Phone	Email
CTDHP - [REDACTED] Account	409 South Simpson Road [REDACTED] [REDACTED] [REDACTED] 2300	(203) [REDACTED]	[REDACTED]

4

Under **Add Member to Report**, enter in the member's **Client ID** and **Date of Birth**; then, click **Add Client**.



The screenshot shows the 'Member Inquiry' page. It contains a paragraph of text explaining the purpose of the page. Below this is the 'Add Member to Report' section, which includes a confirmation statement and two input fields: 'Client ID' and 'Date of Birth'. The 'Date of Birth' field is a date picker with three boxes for month, day, and year. A blue arrow points from the 'Add Client' button to the right.

Add Member to Report:

By entering the Member's information and selecting the report below, you confirm that you have proper written authorization from the Member to access their records.

Client ID:

Date of Birth: / /

Member Medical Claims History Lookup

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To run a member inquiry, click the **Click Here** text in the yellow box at the bottom of the page for the Medical History Report.

Add Member to Report:

By entering the Member's information and selecting the report below, you confirm that you have proper written authorization from the Member to access their records.

Client ID:

Date of Birth: / /


Members added to this report:

ClientID	Date of Birth	Remove
		<input type="button" value="Remove"/>

When you are finished adding Members:
[Click here to run a Dental History Report.](#)
[Click here to run a Medical History Report.](#)

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Clicking this link will download a form with the member's Primary Diagnosis Code Claim History.

 **Member Primary Diagnosis Code Claim History** Printed on 4/19/2024

The claim and diagnosis history reflected below:

1. Is based only on the most recent three years of claims received by Gainwell Technologies;
2. Does not include diagnosis codes related only to claims in process, claims incurred but not yet received, services denied for coverage, or services rendered outside of the HUSKY program, and
3. Does not include any diagnosis codes related to HIV/AIDS or Substance Abuse Disorder diagnoses.

Client ID	Name	Date of Birth	Eligibility as of 4/19/2024	Plan
			Y	HUSKY C
Primary Medical Diagnosis Code	Description of Code			
A084	Viral intestinal infection, unspecified			
A09	Infectious gastroenteritis and colitis, unspecified			
B009	Herpesviral infection, unspecified			
B349	Viral infection, unspecified			
E669	Obesity, unspecified			
F331	Major depressive disorder, recurrent, moderate			
F411	Generalized anxiety disorder			
J029	Acute pharyngitis, unspecified			
J069	Acute upper respiratory infection, unspecified			
J111	Influenza due to unidentified influenza virus with other respiratory m			
J4530	Mild persistent asthma, uncomplicated			
J4531	Mild persistent asthma with (acute) exacerbation			

Remember: 3 year history only; Medicaid history only, not a complete list and does not disclose HIV, AIDs or substance abuse claims.

Valuable information for your treatment decisions.

Quick Reference Contact Sheet for Dental Services

CT Dental Health Partnership Contact Information

Client Services	(866) 420-2924
Client Services	(855) 283-3682
Fax	(860) 674-8174
Provider Services Prior Authorization (Pennsylvania)	(888) 445-6665
Michael Massarelli (Senior Director Network Development and Professional Relations)	(860) 507-2303
Sue Wydra (Professional Relations Associate)	(860) 507-2307
Norma Liistro (Professional Relations Associate)	(860) 507-2319
Sue Napolitano (Professional Relations Associate)	(860) 507-2328

Prior Authorizations and Post Procedure Authorizations:

CT Medicaid Prior-Authorizations

C/O Dental Benefit Management/Benecare
555 City Ave., Ste. 600
Bala Cynwyd, PA 19004
(888) 445-6665

J434 Standard ADA Claim Form Accepted

Enrollment Documents:

Gainwell Technologies

Provider Enrollment Unit
P.O. Box 5007
Hartford, CT 06102-5007
ctproviderenrollment@gainwelltechnologies.com
800-842-8440



855-CTDENTAL (855) 283-3682 ctdhp.org