



Important Information Regarding WV Medicaid's Adult Dental Benefit

February 8, 2021

Effective **immediately**, The Health Plan (THP) is removing all prior authorization requirements **for medical necessity** for the new \$1,000 preventive/restorative adult dental benefit for WV Medicaid members.

THP is requiring providers to contact the Customer Service Department at 1.888.613.8385 prior to rendering any services to receive an estimate of the current available fund balance for each member. This will allow the provider to estimate what the potential member responsibility is for the service in developing a treatment plan. Please note that the conveyance of available funds is a point-in-time estimate and not a guarantee of THP payment, as it does not account for outstanding claims that have not yet been submitted/processed.

While not required for the rendering of service(s), if a pre-treatment estimate is submitted, the eligible codes and billed amounts **are required** to be provided. If these items are not submitted together, the pre-treatment estimate will not be processed. Please note that the pre-treatment estimate may take up to 30 days for processing and generating returned results. It is strongly encouraged that providers utilize the Customer Service Department line to help reduce wait times for eligibility and financial assessment information.

For claims processing, please continue to use the following:

WV Medicaid Adult Dental Benefit (Emergent and \$1,000 Preventive/Restorative)	
Claims & Requests for Pre-determination (ADA original claim/PTE forms only, no hand-written claims): The Health Plan 1110 Main Street, Wheeling, WV 26003 Electronic: Emdeon with Payer ID 34150	Customer Service: 1.888.613.8385

In addition, while THP does not currently require providers be contracted to administer this benefit, providers are encouraged to begin the contracting process with us. To become an enrolled provider, visit healthplan.org/providers/overview/join-our-network.

A provider contracting specialist will follow-up with you regarding your inquiry.

Please contact us if you have any questions at 1.888.613.8385.

Sincerely,
The Health Plan