Dental Billing for Medicaid Managed Care Enrollees

Since January 1, 2014, there have been changes to how Medicaid members who are enrolled in a managed care plan receive their dental benefits. As a result, dental providers will need to change how they submit claims following the guidance below.

Step One: Verify the member's Medicaid eligibility

Medicaid members may receive their care through either the fee-for-service or managed care delivery system. If you are unsure which system they are enrolled in, you can:

- Call Molina Automated Voice Response System (AVRS): 1-888-483-0793
- Login to Molina's provider web portal at www.wvmmis.com

Step Two: Verify the member's Managed Care Organization

Currently, Medicaid managed care members can be enrolled in one of four Managed Care Organizations (MCOs): CoventryCares, The Health Plan, UniCare or West Virginia Family Health

All Medicaid managed care enrollees should have a member ID card (in addition to their Medicaid card) that identifies their MCO. Photos of what the member ID cards look like for the different MCOs are below for reference.

If a member does not have their current ID card, you should verify MCO enrollment. To verify MCO enrollment you can use the information below:

CoventryCares	• Call CoventryCares customer service: 1-888-348-2922 • Login to provider web portal at www.directprovider.com
The Health Plan	• Call The Health Plan customer service: 1-888-613-8385 • Login to the provider web portal at www.healthplan.org
UniCare	• Call Scion's eligibility hotline: 1-888-983-4686 • Login to the provider web portal at www.sciondental.com
WV Family Health	• Call Scion's eligibility hotline: 1-855-434-9237 • Login to the provider web portal at www.sciondental.com

Step Three: Determine where to send a claim

The way you submit a claim will differ based on the enrollee's age and MCO, as shown below.

MCO	Under 21 years	Over 21 years
CoventryCares	Electronic Claims: www.sciondental.com Paper Claims Scion/CoventryCares of West Virginia Claims P.O. Box 2129 Milwaukee, WI 53201 Phone Number: 1-855-844-0623	Electronic Claims: www.directprovider.com Paper Claims: CoventryCares of West Virginia P.O. Box 7373 London, KY, 40742 Phone Number: 1-888-348-2922
The Health Plan	Electronic Claims: www.sciondental.com Paper Claims: Scion/The Health Plan of West Virginia Claims P.O. Box 2157 Milwaukee, WI 53201 Phone Number: 1-888-983-4690	Electronic Claims: www.healthplan.org Paper Claims: The Health Plan 52160 National Road East St. Clairsville, OH 43950 Phone Number: 1-800-624-6961, ext. 7901
UniCare	Electronic Claims: www.sciondental.com Paper Claims: Scion/UniCare Health Plan of West Virginia-Claims P.O. Box 795 Milwaukee, WI 53201 Phone Number: 1-888-983-4686	Electronic Claims: www.sciondental.com Paper Claims: UniCare Helath Plan of West Virginia - Claims P.O. Box 795 Milwaukee, WI 53201 Phone Number: 1-888-983-4686
WV Family Health	Electronic Claims: www.sciondental.com Paper Claims: West Virginia Family Health - Claims P.O. box 1597 Milwaukee, WI 53201 Phone Number: 1-855-434-9327	Electronic Claims: www.sciondental.com Paper Claims: West Virginia Family Health - Claims P.O. Box 1597 Milwaukee, WI 53201 Phone Number: 1-855-434-9237

What if the patient is not enrolled in managed care?

If a Medicaid member is not enrolled in a managed care plan, all claims should be sent to Molina.

- Electronic Claims: www.wvmmis.com
- Paper Claims:
  P.O. Box 3768
  Charleston, WV 25337
- Phone Number: 1-888-483-0793