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:

- Login to Molina’s provider web portal at www.wvmis.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:

<table>
<thead>
<tr>
<th>MCO</th>
<th>Customer Service</th>
<th>Web Portal</th>
</tr>
</thead>
<tbody>
<tr>
<td>CoventryCares</td>
<td>Call CoventryCares customer service: 1-888-348-2922</td>
<td>Login to provider web portal at <a href="http://www.directprovider.com">www.directprovider.com</a></td>
</tr>
<tr>
<td>The Health Plan</td>
<td>Call The Health Plan customer service: 1-888-613-8385</td>
<td>Login to the provider web portal at <a href="http://www.healthplan.org">www.healthplan.org</a></td>
</tr>
<tr>
<td>UniCare</td>
<td>Call Scion’s eligibility hotline: 1-888-983-4686</td>
<td>Login to the provider web portal at <a href="http://www.sciondental.com">www.sciondental.com</a></td>
</tr>
<tr>
<td>WV Family Health</td>
<td>Call Scion’s eligibility hotline: 1-855-434-9237</td>
<td>Login to the provider web portal at <a href="http://www.sciondental.com">www.sciondental.com</a></td>
</tr>
</tbody>
</table>
**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.

<table>
<thead>
<tr>
<th>MCO</th>
<th>Under 21 years</th>
<th>Over 21 years</th>
</tr>
</thead>
</table>
| CoventryCares       | Electronic Claims: [www.sciondental.com](http://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](http://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](http://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](http://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](http://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](http://www.sciondental.com)  
                      Paper Claims:  
                      UniCare Healath 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](http://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](http://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](http://www.wvmmis.com)
- Paper Claims:  
  P.O. Box 3768  
  Charleston, WV 25337  
  Phone Number: 1-888-483-0793