

interChange Provider Important Message

Attention Dental Providers: Service Interruption

BeneCare is currently experiencing an outage with their internet and phone systems. There are a limited number of call center representatives who can take calls but are unable to provide information in relation to claims, prior authorizations (PA) and client eligibility status. Some of the calls are being diverted to another call center, however, they are also unable to provide client eligibility information, PA status or if a client has reached the adult benefit maximum. BeneCare will provide updates to their operational status on their website at <https://ctdhp.org>. Eligibility verification, Dental Annual Benefit Maximum limit and PA status can be confirmed by the provider signing into their secure web portal at www.ctdssmap.com and selecting either “Eligibility” or “Prior Authorization” on the menu bar or selecting “Client eligibility Verification” or “Prior Authorization Inquiry” under quick link on the right-hand side.

We apologize for the inconvenience and ask that you try your call again, at a later time, if possible. Please check this Web site often for updated information on when this issue is expected to be resolved. We apologize for the inconvenience and BeneCare is working diligently to resolve this issue.