interChange Provider Important Message

Attention Dental Providers: UPDATED Service Interruption

BeneCare is currently experiencing a systems outage. The Benecare/CT Dental Health Partnership call center can receive calls but are currently unable to provide information in relation to claims, prior authorizations (PA) status, or if the client has reached the Adult Benefit Maximum (ABM). They can verify Medicaid client eligibility status. Client services such as locating a dentist, assistance with transportation and appointment scheduling and care coordination services are fully operational within the call center.

Please use the ctdhp.org website as BeneCare is posting daily updates to keep you informed about their operational status. Do not use the ctdhp.com website.

Eligibility verification 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.

For claim history, providers should utilize the Web self-service functionality to verify denture history, dental restoration, and dental benefit limits. To access "Claim History for Specific Services": Provider must sign into their secure web portal at www.ctdssmap.com select "Claims", and then select "Claim History for Specific Services" menu option.
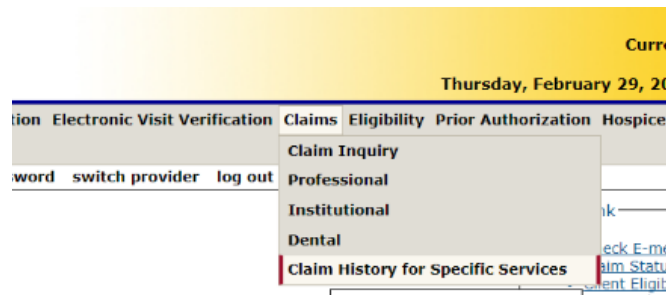
Information is accessed by entering the client ID, inquiry type and date of service (use a date in the past to obtain history). Inquiry type must either be "Denture Services", "Dental Restoration", or "Dental Benefit Limit".

For difficulty logging into the secure Web portal, refer to the step-by-step instructions on accessing the secure web portal found on www.ctdssmap.com, go to "Information" on the menu bar, then select "publications". Scroll down to the Provider Manual panel and click on the link under Chapter 10. Detailed

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instructions can be found on page 32 to 34. Or use the following link: Chapter 10 Web Portal /AVRS see page 32. For further assistance please contact the Provider Assistance Center at 1-800-842-8440.

We apologize for the inconvenience. Please check ctdhp.org often for updated information. We apologize for the inconvenience and BeneCare is working diligently to resolve this issue.