



Dear Provider:

Scion Dental is the benefits administrator for the Maryland Healthy Smiles Dental Program. As a result, we will be responsible for paying for dental services performed on January 1, 2016, or later, provided through Maryland's Mouths Matter Fluoride Varnish and Oral Health Screening Program for Kids. Our Provider Services team is always to help. You can call **844-275-8753** or reach us by email: providerservices@sciondental.com.

Maryland's Mouths Matter Fluoride Varnish and Oral Health Screening Program for Kids

Thank you for your participation as a provider for Maryland's Mouths Matter Fluoride Varnish and Oral Health Screening Program for Kids. For helpful information regarding the fluoride varnish application service, please see the Office of Oral Health page at the Maryland Department of Health website: <https://phpa.health.maryland.gov/oralhealth/Pages/mouth-matters.aspx>.

Enclosures

Claim & Payment Procedures. Please find detailed and separate instructions enclosed to both submit claims and receive payments quickly and easily.

- Claim Submission Procedures for Dental Fluoride Varnish Services
- Electronic Payments via Electronic Funds Transfer (EFT)

Electronic Funds Transfer Form. The EFT Authorization Agreement form is also enclosed to process your electronic payments as direct deposits.

Telephone Training for the Provider Web Portal

Scion Dental's Provider Web Portal offers a unique and ideal option for electronic claim submission. Please be assured that the Scion Dental Electronic Outreach Team will contact you or your staff to schedule and then provide over-the-phone, personalized training for online claim submission via the Provider Web Portal. (Again, claim submission procedures for the web portal are also enclosed for your reference.)

Let Us Help!

We are excited to be your partner in the Maryland's Mouths Matter Fluoride Varnish and Oral Health Screening Program for Kids! We look forward to getting to know you and working closely with you. And again—if you have any questions or concerns, please don't hesitate to call us at **844-275-8753** or reach us by email: providerservices@sciondental.com.

Best Regards,

Patrick Ruesch
Director of Provider Services
Scion Dental, Inc.

Claim Submission Procedures for Dental Fluoride Varnish Services

Scion Dental accepts claims submitted in any of the following formats:

- Provider Web Portal, www.provider.MDhealthysmiles.com
- Electronic submission via clearinghouse, Payer ID: **SCION**
- Paper **ADA Dental Claim Form**, available from the American Dental Association

You must use the approved ADA dental code **D1206**, as published in the current CDT (Current Dental Terminology) book, to identify the service line, specifically, the topical application of fluoride varnish for children. Children must be between the ages of 9 months through 5 years of age. The **D1206** code can only be billed up to 4 times per year per provider, and each fluoride varnish service must coincide with a well child visit.

Submitting Claims via Provider Web Portal

Providers may submit claims directly to Scion Dental through our Provider Web Portal: www.provider.MDhealthysmiles.com.

Submitting claims via the web portal has several significant advantages:

- The online dental form has built-in features that automatically verify member eligibility, pre-fill the claim form with member information, and make data entry quick and easy.
- Claims enter our benefits administration system faster—which means you receive payment faster.
- As soon as a claim is paid, its status is instantly updated online, and a Remittance Report is available for review.

If you have questions about submitting claims online or accessing the Provider Web Portal, call the Electronic Outreach Team: **855-434-9239**.

Submitting Claims via Clearinghouses

Providers may submit electronic claims to Scion Dental directly via either the Emdeon or DentalXChange clearinghouses. If you use a different clearinghouse, your software vendor can provide you with information you may need to ensure electronic files are forwarded to Scion Dental. Claims submitted via a clearinghouse must be submitted as an ADA Dental Claim.

Scion Dental Payer ID is **SCION**. By using this unique Payer ID with electronic files, Emdeon and DentalXChange can ensure that claims and authorizations are submitted successfully to Scion Dental.

For more information about Emdeon and DentalXChange, visit their websites: www.emdeon.com and www.dentalxchange.com.

Submitting Claims on Paper Forms

To ensure timely processing of paper claims, the following information must be included on the current ADA Dental Claim Form:

- Member Name
- Member Medicaid ID Number (available on the Maryland Healthy Smiles Dental Program **Member ID Card**)
- Member Date of Birth
- Provider Name
- Provider Location
- Billing Location
- Provider NPI
- Payee Tax Identification Number (TIN)
- Date of Service

Missing, incorrect, or illegible information could result in the claim being returned to the submitting provider's office, causing a delay in payment. Use the proper postage when mailing bulk documentation. Mail with postage due will be returned. Mail paper claims to:

Maryland's Mouths Matter: Claims
PO Box 2186
Milwaukee, WI 53201

Electronic Payments

Electronic Funds Transfer (EFT)

Scion Dental offers all providers the option of Electronic Funds Transfer (EFT) for claims payments. With EFT, we can pay claims more efficiently—and you can receive payments faster—because funds are deposited directly into payee bank accounts, eliminating the steps of printing and mailing paper checks.

To receive claims payments through the EFT program:

1. Complete and sign the **EFT Authorization Agreement**. The form is available from the Provider Web Portal: www.provider.MDhealthysmiles.com.
2. Include a voided check with the EFT Authorization Agreement. The transaction cannot be processed without a voided check.
3. Send the EFT Authorization Agreement form and voided check to Scion Dental by fax or email:
 - Fax: **262-721-0722**
 - Email: providerservices@sciondental.com

Allow up to six weeks for the EFT program to be implemented after we receive your completed paperwork. Once you are enrolled in the EFT program, you will no longer receive paper remittance statements through postal mail. Instead, your Remittance Reports will be posted online and made available from the Provider Web Portal as soon as your claims are paid: www.provider.MDhealthysmiles.com.

Once you are enrolled in the EFT program, notify Scion Dental of any changes to bank accounts, including changes in Routing Number or Account Number, or if you switch to a different bank. Use the EFT Authorization Agreement form to submit your changes. Allow up to three weeks for changes to be implemented after we receive your change request. Scion Dental is not responsible for delays in payment if we are not properly notified, in writing, of banking changes.

Electronic Remittance Reports

If you enroll in the Scion Dental EFT program, your Remittance Reports will be made available automatically from the Provider Web Portal. For help registering for the portal or accessing your Remittance Reports, call the Scion Dental Electronic Outreach team: **855-434-9239**.

If you prefer to receive paper checks rather than electronic funds transfers, you can still eliminate paper Remittance Reports and access your payment reports online. To have quick, easy access to Remittance Reports as soon as your claims are paid, send an email message to Provider Services to request electronic remittances: providerservices@sciondental.com.

As soon as the Provider Services team processes your request, paper Remittance Reports will no longer be mailed to you. Your Remittance Reports will be available online through the Provider Web Portal. For help, or for more information about electronic Remittance Reports, call the Scion Dental Electronic Outreach team: **855-434-9239**.