Molina Healthcare of Michigan's Healthy Michigan Plan members will be utilizing a directly-contracted dental network. Molina Healthcare of Michigan has partnered with Scion Dental, Inc. to administer dental benefits to our Healthy Michigan Plan members. There will be no changes in dental benefits under Scion Dental, Inc. *Note: Molina Healthcare of Michigan will no longer be providing services through Delta Dental as of July 1, 2017.*

Q.   How do I enroll?
A.   Please contact Molina Dental Services at (844) 862-4564 or via email at dental&visiondevelopment@molinahealthcare.com.

Q.   I signed a contract with Molina. When may I begin seeing Molina Healthy Michigan Plan members?
A.   You may begin or continue seeing Molina Healthy Michigan Plan members under your Molina contract July 1, 2017. Additional provider program information is being sent to your practice. In the interim, please contact Molina Dental Services at (844) 862-4564 with any questions.

Q.   Do I need to be credentialed by Molina if I already provide services to Healthy Michigan members?
A.   Yes, providers must complete Molina's credentialing process in order to participate in our plan.

Q.   Does Molina offer training sessions for dental providers?
A.   Molina is providing in person sessions and webinars, for schedule information, please to go www.molinahealthcare.com or contact Molina Dental Services at (844) 862-4564.

Q.   Where do I submit dental claims?
A.   Effective July 1, 2017, please submit dental claims to Molina Dental Services by utilizing the following methods:
- Electronic submission via clearinghouse, Payer ID: SKYGN
- Paper dental claims to:
  Molina Dental Services Claims
  P.O. Box 125
  Milwaukee, WI 53201

Q.   Does Molina accept NEA FastAttach?
A.   Molina participates as an NEA FastAttach payor. You are able to transmit x-rays, perio charts, narratives, and any other documentation required by Molina to adjudicate your claim or pre-authorization. Once you transmit your documentation to NEA FastAttach, you can provide your NEA Tracking Number when you submit your claim or pre-authorization via the Provider Web Portal or electronically via your clearinghouse.

Q.   How do I receive electronic claims payment?
A.   The electronic funds transfer (EFT) authorization agreement is available within the provider manual on the Provider Web Portal at pwp.skygenusasystems.com or you may contact Provider Services at (855) 609-5159.

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Q. **Where do I go to learn more about the authorization process and how to submit an authorization?**
A. Dental services that require prior authorization are located within the Provider Web Portal at pwp.skygenusasystems.com, (available on July 1) or in the Molina Dental Provider Manual at www.molinahealthcare.com in the Health Care Professional Section.

Q. **What if I am not contracted with Molina Dental Services and performed dental services for a Molina Healthcare of Michigan Healthy Michigan Plan member after July 1, 2017?**
A. Molina Healthcare of Michigan has a ninety (90) day Continuity of Care program. Please submit claims to Molina Dental Services for services performed after July 1, 2017. If you would like an enrollment packet, contact Molina Dental Services at (844) 862-4564.

Q. **How do I obtain access to the Provider Web Portal and what services are available online?**
A. Providers must be contracted and credentialed with Molina to access the Provider Web Portal.
The Provider Web Portal provides access to the following services 24/7/365:
- o Check member eligibility
- o Submit claims and authorizations
- o Check processing status of claims and authorization
- o Generate a quick pricing estimate before submitting a claim
- o Send supporting documentation, including x-rays and EOBs

   ** To access the Provider Web Portal, visit pwp.skygenusasystems.com. If you are not registered on the Portal or need Web Portal assistance, you may call the Provider Web Portal team at (844) 621-4587.

Q. **How can I identify a Molina Healthcare of Michigan Healthy Michigan Plan member?**
A. By any of the following methods:
- o Log on to Provider Web Portal at pwp.skygenusasystems.com
- o Call Member Services at (855) 609-5158
- o Utilize the 24/7 Interactive Voice Response (IVR) system at (855) 609-5158
- o Contacting the Provider Contact Center at (855) 609-5159
- o By the member ID card

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Member Services
24 Hour– Toll Free
1-888-898-7969

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Member Name: MAXIMUS X TEST MEMBER
Member ID: 599999999
PCP Name: RICHARD D KUSTASZ
PCP Phone: (123) 456 - 7890
Program: HMP

This card is only valid if member maintains Molina Healthcare of Michigan eligibility.
Eligibility should be verified before rendering services.
Member: Please show this card each time you receive health care services.
Molina Healthcare does not charge copays for covered services.

Submit all Medical Claims to:
MOLINA HEALTHCARE, INC.
P.O. Box 22668
Long Beach, California 90801
Pharmacy Benefits are administered by

CVS
CAREMARK

(800) 791-6856

If your card is lost or stolen, please
call Member Services at (888) 898-7969

www.molinahealthcare.com

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