

Dental Orientation

Molina Healthcare



Your Extended Family.

Scion Provider Web Portal

The Scion Electronic Outreach Team is calling all providers' offices to provide information and help with registration. Some offices may receive their call after the Jan. 1 go-live.

For help registering for or using the Scion Provider Web Portal, contact the Scion Electronic Outreach Team at (855) 434-9239. Note: You must contact Scion to register, even if you have previously registered with another plan.

Scion Provider Web Portal

Member eligibility verification and history*

Claims status inquiry

Update provider profile

Submit claims, corrected claims and voided claims

Submit authorization requests

*Until registered on the Scion Provider Web Portal, verify member eligibility by calling (855) 322-4079.

Provider Online Resources

Provider Manual

Provider Online Directories

Preventive & Clinical Care Guidelines

Advanced Directives

Pharmacy Information

Health Insurance Portability and Accountability Act (HIPAA)

Fraud, Waste and Abuse Information

Communications & Newsletters

Member Rights & Responsibilities

Contact Information

Provider Manual Highlights

- Benefits and Covered Services
- Compliance and Fraud, Waste, and Abuse
- Health Insurance Portability and Accountability Act (HIPAA)
- Credentialing and Re-credentialing
- Prior Authorization Requirements
- Eligibility and Enrollment
- Claims Submission Procedures
- Member Grievances and Appeals
- Member Rights and Responsibilities
- Preventive Health Guidelines
- Provider Responsibilities
- Quality Improvement

Find the manual on our provider website at www.MolinaHealthcare.com/Providers/OH.

Provider Online Directory

Home Find A Pharmacy Find A Provider Find A Hospital/Facility

Find A Provider Aug 06 2015 3:14:36 PM

*Required

Enter Your Location

Search by City or Zip Search By County Search Near Street Address

State* OH And City* [Select] Or Zip Code []

Distance Within [Select] (miles)

For more accurate results, please use "Search Near Street Address".

Select a Coverage & Provider Type

Coverage* [Select] Provider Type* [Select]

More Search Options

- Program
- Specialty
- Name, Language, Gender, Accept New Patients
- By Hospital/Facility

Quick Name Search


State* OH

Last Name* []

Near Zip Code* []

Coverage* [Select]

Search



Molina Healthcare providers are encouraged to use the Online Provider Directory on our website to find a network provider or specialist.

To find a Molina Healthcare provider, visit www.MolinaHealthcare.com/Providers/OH and click "Find a Doctor or Pharmacy."

Referral Process

A patient who requires a referral to a dental specialist can be referred directly to any specialist contracted with Molina Healthcare without authorization from Scion Dental.

The dental specialist must obtain prior authorization for services, as defined in the Benefit Plan Details and Authorization Requirements section of the dental provider manual.

If you need help locating a specialist provider, call (855) 322-4079.

Prior Authorizations (PA)

Prior Authorization is a request for prospective review. It can:

- Assist in benefit determination
- Prevent unanticipated denials of coverage
- Create a collaborative approach to determining the appropriate level of care
- Identify care management and disease management opportunities
- Improve coordination of care

You can find a list of services and procedures that require PA at www.MolinaHealthcare.com/Providers/OH by selecting “Dental Manual” under the “Manual” tab.

Pharmacy/Drug Formulary

- The Medicaid Formulary can be found at www.MolinaHealthcare.com/Providers/OH under the “Rx Info” tab.
- Prescriptions for medications that are not included on the Formulary or require PA may be approved when medically necessary and when alternatives have demonstrated ineffectiveness.
 - Fax a completed PA/Medication Exception Request to (800) 961-5160.
 - The request form is available at www.MolinaHealthcare.com/Providers/OH under the “Forms” tab.

Claim Submission

Scion Dental accepts claims submitted in any of these formats:

- Provider Web Portal, www.sciondental.com
- Electronic submission via clearinghouse, payer ID: SCION
- HIPAA-compliant 837D file
- Paper ADA Dental Claim Form, available from the American Dental Association

Submitting Paper Claims

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

- Member name
- Member ID number
- Member date of birth
- Provider name
- Provider location
- Billing location
- Provider NPI
- Payee Tax Identification Number (TIN)

Submitting Paper Claims

- Include the date of services for each line of service
- Use approved ADA dental codes to identify all services
- Include all quadrants, tooth numbers and surfaces for dental codes which require identification (extractions, root canals, amalgams and resin fillings)

Mail paper claims to:
Molina Healthcare Claims
P.O. Box 2136
Milwaukee, WI 53201

Submitting Claims via Web Portal

Submit claims directly to Scion Dental through their Provider Web Portal at www.sciondental.com.

Advantages of the Scion Provider Web Portal:

- Built-in features that verify member eligibility and make data entry quick and easy
- Attach and send documents with the claim
- Generate an online payment estimate
- Expedited claims process for a faster payment
- Once paid, the status is instantly updated and a remittance report is available for review

For questions about the Scion Provider Web Portal, call the Electronic Outreach Team at (855) 434-9239.

Submitting Claims via Clearinghouses

- Submit claims and authorizations directly to Scion Dental via either Emdeon or DentalXChange clearinghouses.
- Use the payer ID: SCION.
- For more information about Emdeon and DentalXChange, visit their websites at www.emdeon.com and www.dentalxchange.com.
- If you use a different clearinghouse, your software vendor can give you information needed to forward files to Scion Dental.

Submitting Claims via 837D File

- Scion Dental can work with you individually to receive electronic files submitted using the HIPAA-compliant 837D transaction set format.
- To inquire about this option, call (855) 322-4079.

Attaching Electronic Documents

- On the Scion Provider Web Portal, quickly and easily attach and send electronic documents as part of submitting a claim or authorization.
- Providers may also to submit documents electronically via FastAttach™, which allows secure transmissions of radiographs, periodontics charts, intraoral pictures, narratives and Explanation of Benefits (EOBs).
- FastAttach™ is compatible with most claims clearinghouses and practice management systems.
- For more information, visit <http://www.nea-fast.com> or call National Electronic Attachment, Inc. (NEA) at (800) 782-5150.

Electronic Funds Transfer (EFT)

To receive payments faster, complete and return the EFT Authorization Agreement with a voided check.

Scan the completed form and voided check and send them to providerservices@sciondental.com or by fax to (262) 721-0722.

Appeals and Grievances

Molina Healthcare and Scion Dental are committed to providing high-quality dental services.

We work to ensure all members have every opportunity to exercise their rights to a fair and timely resolution to grievances and appeals.

Appeals and Grievances

Our procedures for handling and resolving grievances and appeals:

- Ensure members and providers receive a fair, just and speedy resolution by cooperating with providers and supplying documentation related to the member grievance or appeal, upon request.
- Treat providers and members with dignity and respect at all levels of the process.
- Inform providers of their appeal resolution rights, including rights of appeal at each step in the process.

Appeals and Grievances

Our procedures for handling and resolving grievances and appeals:

- Resolve appeals in a satisfactory and acceptable manner within the Molina Healthcare/Scion Dental protocol.
- Comply with all regulatory guidelines and policies with respect to member grievances and appeals.
- Efficiently monitor the resolution of provider-related member grievances to allow for tracking and identifying unacceptable patterns of care over time.

Provider Appeals

Please contact us with any questions or requests for explanation or education on service coverage, processing policy or payment levels.

Providers who disagree with PA decisions may submit a written appeal within 90 days of the original authorization denial date.

Submit appeals to:
Molina Healthcare Appeals Department
P.O. Box 349020
Columbus, OH 43234-9020

Member Appeals

- A member may appeal any decision which denies or reduces services.
- Member appeals are reviewed under our administrative appeal procedure.
- Appeals regarding authorization determinations must be filed within 90 days of the authorization denial date.
- Molina Healthcare/Scion Dental will review the appeal and render a decision within 15 days if an extension is not requested and granted.
- Molina Healthcare/Scion Dental will deliver expedited resolutions within 72 hours.

Member Appeals

Submit member appeals to:

Molina Healthcare Appeals and Grievances Department

P.O. Box 349020

Columbus, OH 43234-9020

If assistance is needed after using the resources above, please email your contact information to MHODentalProviderTeam@MolinaHealthcare.com.

Contacting Provider Services

Provider Services is available Monday through Friday from 8 a.m. to 5 p.m. for Medicaid and 8 a.m. to 6 p.m. for MyCare Ohio. Call (855) 322-4079 and follow the prompts for the following services.

**Claims/Claims
Inquiry**

Pharmacy

Prior Authorizations

Eligibility

Behavioral Health

**Contracting/
Credentialing**

Other Phone and Fax Numbers

DEPARTMENT

NUMBER

Scion Electronic Outreach Team	(855) 434-9239
Community Outreach	(800) 642-4168
Fraud, Waste, and Abuse Alert Line	(866) 606-3889
Molina Member Eligibility IVR	(866) 402-3467
Member Services:	fax: (888) 295-4761
Medicaid	(800) 642-4168 - 7 a.m. to 7 p.m., M-F
MMP Duals	(855) 665-4623 - 8 a.m. to 6 p.m., M-F
MMP Medicaid Only	(855) 687-7862 - 8 a.m. to 6 p.m., M-F
Medicare	(866) 403-8293 - 8 a.m. to 8p.m., S-S
Marketplace	(888) 296-7677 - 7 a.m. to 7 p.m., M-F
24 Hour Medicaid Nurse Advice Line	(888) 275-8750 / TTY: (866) 735-2929
24 Hour MMP Nurse Advice Line	(888) 295-4761 / TTY: 711
Behavioral Health	(855) 322-4079 / fax: (866) 553-9262