



PATHWAYS TO  
**ORAL HEALTH**

**New Era, New  
Opportunities:  
Making  
Medicaid Work  
for You**

# New Era, New Opportunities Webinar Series

August 19: Medicaid Dental: New Rates, Better Coverage

August 26: Your Practice, Your Way: Managing Your Patient Mix

## **September 2: Get to Know Your MCOs**

September 9: Enrollment & Credentialing

September 16: Filing Medicaid Claims

September 23: Do Well by Doing Good: Medicaid Opportunities

September 30: My Dental Care Passport



# New Era, New Opportunities Webinar Series



*This project is funded by the Kansas Department of Health and Environment –  
Division of Health Care Finance (KDHE-DHCF) and ARPA.*

# Logistics

- Please use the Q&A box to ask questions throughout today's webinar
- We are collecting the questions from this series and will publish a Frequently Asked questions document at the end
- If you have any questions or run into any technical problems, please use the Chat or email [info@oralhealthkansas.org](mailto:info@oralhealthkansas.org)
- There will be a total of 3.5 dental CEs available for participating in this webinar series
- If you need CEs, please put your name and email address in the Chat
- CE certificates will be sent at the end of the webinar series
- The recording and slides will be available on our [website](#)

# PATHWAYS TO ORAL HEALTH

— A PROJECT OF ORAL HEALTH KANSAS —

- Support for dental professionals in being successful Medicaid providers
- Education programs for dental professionals and people with disabilities
- Communication tools to break down barriers: My Dental Care Passport



**Join us in making dental care more accessible and equitable for all.**



# Today's agenda

- Medicaid Managed Care in Kansas
- Sunflower Health Plan
- Healthy Blue
- United Healthcare Community Plan
- Resources



# Medicaid Managed Care in Kansas

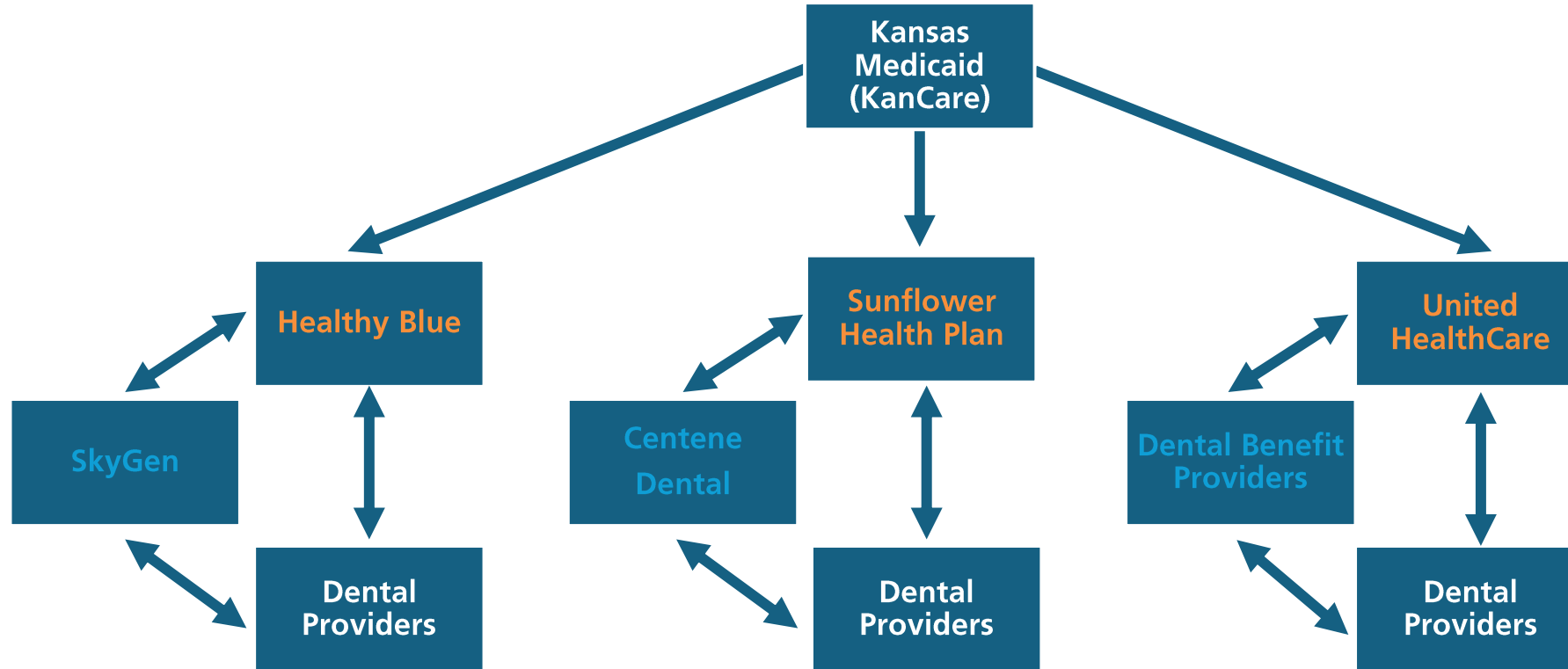


# Medicaid Managed Care in Kansas

- Established in 2013
- Includes:
  - All Medicaid services, such as medical and dental care
  - All Medicaid populations, such as children, older adults, people with disabilities, and pregnant women



# KanCare Structure



- Managed Care Organization
- Vendor / Dental Benefit Manager

# Who are the Managed Care Organizations?



# Sunflower Health Plan

## Medicaid Dental Services

# Provider Resources

- **Centene Dental Services website**
  - [centenedental.com/logon](https://centenedental.com/logon)
  - Provider manuals
  - Prior authorization requirements and clinical criteria
  - Dental Benefits CDT Search
  - Kansas Outpatient Medical Authorization Form
- **Provider Web Portal (PWP)**
  - Submit claims
  - Submit authorizations
  - Check member eligibility
  - Review EOBs (if registered as a payee)

## Provider Resources Web Page



To register, request assistance through the [Provider Resources](#) page online: [Request Portal Access](#)

- Register as a Provider – See the provider’s claims and authorizations for only one provider
- Register as a Location – See the location’s claims and authorizations for only one location
- Register as a Payee – Access to ALL providers and locations associated with payee (tax ID #)

# Provider Resources

- Quarterly provider newsletter
  - Posted to the Provider Web Portal
- Biannual provider webinars
  - Invitations emailed to all contracted providers
  - Presentations posted to the Provider Web Portal
- Two provider representatives
- Customer Service phone line and automated resources

## Member Eligibility

Providers are responsible for confirming member eligibility the day of the scheduled appointment. This can be done two ways:

1. Contact the designated Customer Service number:  
**855-434-9245**
2. Visit the Provider Web Portal



Centene Dental Services is a leader in exceptional, tailored dental benefits and services for Medicaid, Medicare, and Marketplace member products. Each quarter we give you key information you can use to best serve your patients.

A BRIGHTER, HEALTHIER FUTURE. ONE SMILE AT A TIME.

### Beware: Using Bots Can Lead to Revoked PWP Access

When logging into the Provider Web Portal (PWP), make sure you use your own account. Do not share your information with anyone else. There has been an uptick in unauthorized bot accounts from dental provider offices across the country. These illegitimate accounts are being used to impersonate PWP users and claim status information. To prevent this from happening, please do not share your password with anyone. The use of bots to access the PWP is not permitted. **If you are found using bots to access the PWP, you can lose access permanently.**



### Local Market Reminders

Below are important upcoming changes:

- **Mississippi Medicaid:** As of July 1, 2025, Centene Dental now administer dental benefits for Magnolia Health members enrolled in the Children's Health Insurance Program (CHIP).
- **Ohio:** Ohio dental providers are reminded of the External Medical Review (EMR) process, available when disputing a Buckeye Health Plan decision to deny, limit, or terminate services due to lack of medical necessity. Providers can request an EMR through Permedion within 30 days of a final determination. The process is free, does not interfere with peer-to-peer reviews, and is exclusive to Medicaid managed care and OhioRISE members. For full details, including the necessary forms and instructions, visit the [External Medical Review \(EMR\)](#) page located on the Buckeye Health Plan website.

### Your Voice Matters: Tell Us How We Are Doing



Centene Dental sends a Provider Satisfaction Survey annually to receive feedback on how we are doing and how we can better serve you. Providers are encouraged to give feedback regarding credentialing, customer service, utilization management, claims, coordination and quality of care, and general experience.

Surveys were sent to providers in June via the email we have on file for the offices. Please check your spam/junk folders as the email will be sent from an external source (Qualtrics). We look forward to hearing from you!

# Contact Us:

- Provider Relations: [DentalProviderRelations@Centene.com](mailto:DentalProviderRelations@Centene.com)
- Provider Customer Service: 855-434-9245
- Credentialing Department: [DentalCredentialing@Centene.com](mailto:DentalCredentialing@Centene.com)
- Network Department: [DentalNetwork@Centene.com](mailto:DentalNetwork@Centene.com)
- Envolve Dental Fraud Waste and Abuse Hotline: 866-685-8664
  - Email: [EBOSIU@Centene.com](mailto:EBOSIU@Centene.com)
- Appeals and Grievances:
  - Appeals Email: [DentalAppeals@Centene.com](mailto:DentalAppeals@Centene.com)
  - Grievances Email: [DentalGrievances@Centene.com](mailto:DentalGrievances@Centene.com)





Healthy Blue

HEALTHY BLUE KANSAS MEDICAID

SKYGEN

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HB Kansas/SKYGEN AGENDA SEPTEMBER 2, 2025



# HEALTHY BLUE KANSAS

- State Dental Director: Frank Varon DDS
- Email: [frank.varon@healthybluekansas.com](mailto:frank.varon@healthybluekansas.com)
- Phone: (913) 340-4643
  
- Started January 2025
- Currently 108k members +
- Over 70% are pediatric
- Our goals: Improve provider engagement and recruitment; identify and address a better understanding and coding for reimbursement; improve access to school-based dental programs

# SKYGEN

- Field Provider Relations Representative: Billie Jean Hubbard
- Email: [billie.hubbard@skygenusa.com](mailto:billie.hubbard@skygenusa.com)
- Phone: Office- (262) 946-4649 Cell- (913) 225-4109
  
- Contracting: Email- [networkdevelopment@skygenusa.com](mailto:networkdevelopment@skygenusa.com) Phone- (800) 508-6965
- Credentialing: Email- [credentialing@skygenusa.com](mailto:credentialing@skygenusa.com) Phone- (855) 812-9211
  
- Claims Submission:
  - Payer ID#: SCION
  - Dental Hub: <https://app.dentalhub.com/app/login>
  - Mail: Healthy Blue Kansas Claims  
P.O. Box 359  
Milwaukee, WI 53201



# UnitedHealthcare Community Plan KanCare

Kansas, we've got you covered



Dental Benefit  
Providers\*

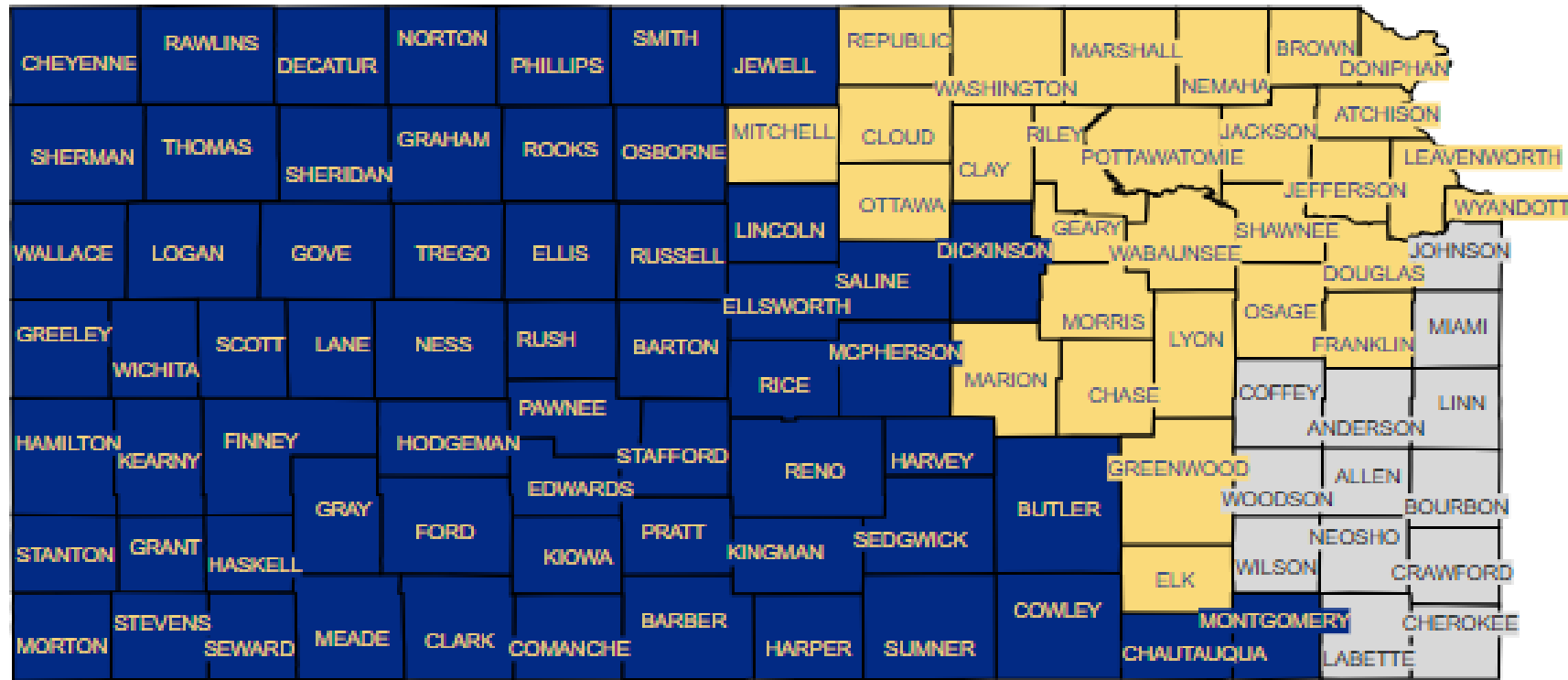



United  
Healthcare





# Meet your Dental Team

# Provider Relations Advocate Territory Map




**Kathy Schmidt, Sr. Provider Relations Advocate**  
 Phone: 952-406-4991  
 Email: [kathy\\_l\\_schmidt@uhc.com](mailto:kathy_l_schmidt@uhc.com)


**Jennifer Martinez, Provider Relations Advocate**  
 Phone: 952-202-3130  
 Email: [jennifer\\_martinez@uhc.com](mailto:jennifer_martinez@uhc.com)


**Kacey Burse, Provider Relations Advocate**  
 Phone 952-202-2474  
 Email: [kacey\\_burse@uhc.com](mailto:kacey_burse@uhc.com)

# Kathy Schmidt: Sr. Provider Relations Advocate

## Education

Kathy received her degree in Advertising and Communications from Kansas State University.

## Professional Experience

Kathy started her healthcare career in the pharmaceutical industry where she spent over 15 years as a sales representative and field sales trainer working with specialty doctors and hospitals. She switched gears to dental care in 2017 and joined UnitedHealthcare as the KS Dental Provider Relations Advocate. In 2021, she became the Sr. KS Provider Relations Advocate. Kathy is driven by the belief that providers are the foundation of UnitedHealthcare Dental and her goal is to provide the best customer service to offices so they can do what they do best, patient care!



# Jennifer Martinez: Provider Relations Advocate

## **Professional Experience**

Jennifer has 28 years of progressive dental experience. She has held various positions in the dental field, in Practice Management (General and Specialty), as an Account Executive, and a Senior Professional Relations Representative. She appreciates building and cultivating long-term relationships.

Jennifer joined UnitedHealthcare Dental in October 2021 as a Provider Relations Advocate.



# Kacey Burse: Provider Relations Advocate

## Education

Kacey received her degree in Business Administration and International Marketing from Kansas State University.

## Professional Experience

Kacey has 20 years of experience in the Healthcare industry, with over 10 years, specifically in Dental. She has held various roles in dental offices which include Insurance Coordinator, Financial Coordinator, Treatment Coordinator and Administrative Lead. She delivers exceptional service to cultivate strong relationships.

Kacey joined United Healthcare Dental in October 2021 as a Provider Relations Advocate.





# Meet your Provider Relations Advocate Team

Provider Relations Team	Contact Information
Kathy Schmidt, Sr. Provider Relations Advocate	<a href="mailto:kathy_l_schmidt@uhc.com">kathy_l_schmidt@uhc.com</a> (952) 406-4991
Jennifer Martinez, Provider Relations Advocate	<a href="mailto:jennifer_martinez@uhc.com">jennifer_martinez@uhc.com</a> (952) 202-3130
Kacey Burse, Provider Relations Advocate	<a href="mailto:kacey_burse@uhc.com">kacey_burse@uhc.com</a> (952) 202-2474



# The Kansas Managed Care Organizations



# Resources

# Resources for Dental Providers



**Becoming a KanCare  
Dental Provider—Steps  
and Benefits**

JULY 28, 2025

## Provider Guidance

-  Glossary
-  Kansas Medicaid Adult Dental Fee Schedule
-  Kansas Medicaid Dental Coverage
-  Enrolling & Credentialing
-  Filing Claims
-  Your Practice, Your Way

<https://pathwaystooralhealth.org/blog/>

<https://pathwaystooralhealth.org/dental-providers/>

# Resources for Dental Providers



**ORAL HEALTH KANSAS**

ADVOCACY • PUBLIC AWARENESS • EDUCATION

## Medicaid (KanCare) Adult Dental Benefits Frequently Asked Questions for Providers



### Who is eligible for the new adult dental benefit?

All people over age 21 who are eligible for Medicaid have access to new dental benefits. Adults who are eligible for Medicaid include people with disabilities, older adults, and pregnant people.

### When did the adult dental benefits go into effect?

- Coverage for fillings, crowns, and gum disease care for people over age 21 went into effect on July 1, 2022.
- Coverage for dentures went into effect on July 1, 2023.
- Coverage for dental exams, x-rays, and cleanings for all adults without an annual limit on July 1, 2024.

### What services are covered for people 18-20?

The services covered under Early and Periodic Screening, Diagnostic and Treatment (EPSDT) are in effect for people up to age 21, and then the adult benefits kick in.

### Does the new Kansas adult Medicaid dental coverage extend to pregnant persons? Are they able to get the same benefits: dentures, restorative, and cleanings under this new plan? Or are there tiers where some are eligible while others are not?

The new adult dental benefits are available to pregnant people who are over age 21. All of the services are available to all people over age 21 who have Medicaid coverage.



## For Providers

- Frequently Asked Questions, including who is eligible and how a practice can understand the needs of Medicaid consumers.
- Enroll to become a Medicaid provider.
- List of codes covered in the new benefit and the rates for each.
- **Dr. Aaron Bumann**, Kansas City, Missouri, pediatric dentist shares myths and facts about being a Medicaid dental provider in this video.

<https://oralhealthkansas.org/MedicaidAdultDentalBenefits.html>

**I'm here to help!**

Bryan Thompson, Dental Medicaid Facilitator

[bthompson@oralhealthkansas.org](mailto:bthompson@oralhealthkansas.org)

785-493-2649



# ACCESSIBLE ORAL HEALTH 2025 ECHO:

## BUILDING CONFIDENCE IN DENTAL TEAMS TO SERVE PEOPLE WITH DISABILITIES

- This series will include 5 courses on Thursdays, beginning September 4 through October 2, 2025.
- All courses will be held via Zoom Noon – 1:00 PM CST.



Register Here:

[bit.ly/AccessibleOralHealth2025ECHO](https://bit.ly/AccessibleOralHealth2025ECHO)





# Dental Provider Advisory Group



## DENTAL PROVIDER ADVISORY GROUP

Share your experiences and explore existing barriers and possible strategies as we work to improve the dental landscape for providers and all Kansans.



**Who:** Dentists & Dental Hygienists

**Where:** Virtual

**When:** Quarterly Meetings

**Time:** Approx. 8 hours/year

A stipend will be provided

Scan the **QR code**

or [click here](#) to  
learn more



For further information please contact  
[info@oralhealthkansas.org](mailto:info@oralhealthkansas.org)

Scan the QR code



or click here to  
sign up for our

**Weekly**  
**Wednesday**  
**Update.**



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