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18-88 Dental Plans for Medicaid and CHIP Members

Medicaid Dental Changes

Effective September 1, 2018, the following changes to Medicaid dental will occur for members living in Weber, Davis, Salt Lake, and Utah counties:

- There will be two Medicaid dental plans
 - Managed Care of North America (MCNA) Dental
 - Premier Access
- Delta Dental is no longer a Medicaid dental plan
 - Members currently enrolled with Delta Dental will need to choose a new dental plan, or one will be assigned.
 - Delta Dental will process claims, submitted timely, for dates of service through August 31, 2018.
- Adults 21 years of age or older, eligible for Medicaid due to a disability or visual impairment, are required to enroll in a dental plan
 - If they do not choose a dental plan, one will be assigned.
 - Members who have been receiving services through the University School of Dentistry may continue to do so, regardless of the dental plan selection or assignment.
- Providers who wish to provide services to Medicaid members eligible for dental will need to enroll as a network provider in one or both dental plans by contacting provider relations at the following:
 - MCNA Dental - (844) 353-6262
 - Premier Access - (888) 620-2447

In addition, providers must be enrolled with Utah Medicaid.

Additional Medicaid Information

Salt Lake City Area: (801) 538-6155

Utah, Idaho, Wyoming, Colorado, New Mexico, Arizona, Nevada: 1-800-662-9651

Other States: (801) 538-6155

Request a Medicaid Publication

Send a Publication Request form:

By Fax: (801) 536-0476

By Mail: Division of Medicaid and Health Financing
PO Box 143106, Salt Lake City, UT 84114

Members are allowed 90 days after the effective date of their plan choice or assignment to change their dental plan. A provider may not request a plan change on behalf of a patient without the patient. Only a member can request a plan change. Providers may assist their patients with this process.

Questions relating to these changes, or a dental plan selection, can be directed to a Medicaid/CHIP Health Program Representative (HPR) at 1-866-608-9422.

Providers can verify a member's eligibility and dental plan information on the Medicaid Eligibility Lookup Tool on the Utah Medicaid website at <https://medicaid.utah.gov/eligibility>.

CHIP Dental Changes

Effective September 1, 2018, the following changes to CHIP dental will occur:

- CHIP Dental Plan- Only one plan will be available
 - Premier Access CHIP (Statewide)
- DentaQuest is no longer a CHIP dental plan
 - Members currently enrolled with DentaQuest will be enrolled with Premier Access CHIP.
 - DentaQuest will process claims, submitted timely, for dates of service through August 31, 2018.
- Providers interested in contracting with Premier Access CHIP should contact provider relations at (866) 620-2447. Providers must also enroll with Utah Medicaid.

Questions relating to this change can be directed to a Medicaid/CHIP Health Program Representative (HPR) at 1-866-608-9422.

Providers can verify a member's eligibility and plan information on the Medicaid Eligibility Lookup Tool on the Utah Medicaid website at <https://medicaid.utah.gov/eligibility>.