



July 24, 2024

Dear Participating Dental Provider,

As you know, Keystone First, Keystone First Community HealthChoices and Keystone First VIP Choice (hereinafter known as “the Plan”) have been preparing for the August 1, 2024 transition of claims administration and existing Dental provider services from Skygen to DentaQuest, LLC. Your relationship with the Plan including network participation, contracting, credentialing, current fee schedules, and servicing by Plan Account Executives all remain the same.

Please see the following important DentaQuest information to assist your practice in this transition:

1. Dental provider services telephone number – 1-855-343-7401
2. Website and access to the Dental provider portal –
<https://www.dentaquest.com/en/providers/pennsylvania>
 - a. **Providers can register for the provider portal on July 31, 2024 and after.**
3. Claims and prior authorization submission
 - a. **The Plans new Payer ID is – CX014 (for all three plans mentioned above)**
 - b. **Claims for dates of service and prior authorization requests August 1, 2024* and beyond can be submitted to DentaQuest via:**
 - i. Electronic claims via DentaQuest’s provider portal
 - ii. Electronic submission via clearinghouses using Payer ID CX014
 - iii. Paper claims can be faxed to 262-834-3589 or mailed to:
(Indicate the appropriate Keystone First plan name)
c/o DentaQuest Claims
P.O. Box 2906
Milwaukee, WI 53201-2906

***Important note: Claims and/or resubmitted/corrected claims for dates of service for July 31, 2024 and prior must continue to be submitted to Skygen. Additionally, any questions concerning claims for the dates of service prior to August 1st, should be addressed through Skygen and not with DentaQuest.**

4. The Plans’ websites are being updated and revised to reflect DentaQuest information, including the Dental Provider Supplement or Reference Guide that outlines in detail the needed information and changes as of August 1, 2024

If you have any questions at all, your Dental Provider Account Executive is available to assist you. Thank you for your continued participation in our network and for the care you provide to our Members and Participants.