



DHH to host weekly Dental provider Q & A calls

The Department of Health and Hospitals (DHH) will host a weekly teleconference for providers beginning noon Wednesday, April 9 as it prepares to launch its new Dental Benefit Management Program.

DHH used a competitive procurement process to select Managed Care of North America Dental (MCNA) to provide dental services for 1.2 million Medicaid and LaCHIP enrollees. The anticipated go-live date for the dental program is July 1, 2014.

The weekly calls will be conducted from noon to 1 p.m. DHH staff and MCNA representatives will give an overview of the program and address any questions providers may have. The call-in information (pre-registration is not required) is as follows:

- Call-in #: 1-888-278-0296
- Access Code - 6556479#

The calls will only address questions related to the Dental Benefit Management Program. Any questions related to Bayou Health, legacy Medicaid or pharmacy should be directed to the appropriate department. Providers also can communicate with Medicaid staff via email at bayouhealth@la.gov.

More information on the Medicaid Dental Benefit Management Program can be found online at MakingMedicaidBetter.com.