



May 30, 2024

Dear Participating Dental Provider,

Effective August 1, 2024, Keystone First, Keystone First Community HealthChoices and Keystone First VIP Choice (herein referred to as “the Plan”) will transition all Dental provider services from Skygen to DentaQuest, LLC, a Sun Life Financial US company. With this transition DentaQuest will provide services to the Plan dental providers, including, but not limited to:

A dedicated Provider Web portal that supports:

- Verifying Member eligibility;
- Claim submission/payment;
- Authorizations requests; and
- Many other features/services

A dedicated Provider Services 800# and support team

Important Note: Providers and staff are reminded to follow all “business-as-usual” processes with Skygen up to and including July 31, 2024.

What is not changing?

- Your assigned Plan Account Executive will continue to assist you.
- There are no changes to the current Dental Benefit/procedure codes and eligibility criteria grids as outlined in the current Plan Dental Supplement.
- There are no changes to the current dental prior authorization criteria as outlined in the current Plan Dental Supplements.

What is changing? Starting August 1, 2024 there will be:

- A new Provider Services telephone number
- A new Provider Web Portal
- New Claims Submission Procedures
- New Claims/Appeals Addresses
- An updated Plan Dental Provider Supplement

As indicated above, there is nothing you need to do now; however, as we move closer to the implementation date, we will continue to communicate with you outlining specific details and information surrounding the transition, as well invitations for July educational training webinars on how to navigate the DentaQuest Provider Web portal.

Thank you for your participation in our Dental Provider network and the continued care you provide to our Members and Participants. If you have any questions regarding this notice, please contact your Account Executive.

Sincerely,

Michael Hahn, DDS
Dental Director, Keystone First

Angela Isaacs, DDS, MBA
Dental Director, Keystone First Community HealthChoices