

ConnectCare - Dental Coordinated Care

Helping to Decrease Patient No-Show Rates

Table of Contents

Introduction	2
How to Request Services	3
Dental Provider Request Forms	4
Dental Coordinated Care Services	6
• Appointment Reminders	6
• Reschedule Missed Appointments	7
• Schedule New Dental Appointments	8
• Set-up Transportation for Dental Appointments	9
• Dismissal Notices	10
Additional Services	11
• Spanish Interpretation	11
• Medicaid Transportation Assistance	11
Dental Provider Reports	12
• Confirmation Results	12
• Provider Request Results	12
• Appointment Attendance Reports	12

Introduction

About ConnectCare

ConnectCare is a program administrated by the Arkansas Department of Health.

The Arkansas Medicaid Program contracts with the Department of Health to coordinate dental care for Arkansas Medicaid/ARKids First beneficiaries & dental providers.

To learn more about ConnectCare:

- Go to connectcare.arkansas.gov or seeyourdoc.org

Dental Coordinated Care

The Dental Coordinated Care component of ConnectCare helps coordinate dental care for Arkansas Medicaid/ARKids First beneficiaries and dental providers.

The ConnectCare - Dental Coordinated Care program is designed to:

- Help Medicaid dental providers reduce their patient “no-show” rate.
- Assist Arkansas Medicaid/ARKids First beneficiaries find dental care.

To access the Dental Coordinated Care page of the ConnectCare website:

- In the Address Bar of your web browser, type ar.gov/dentalcare and press “Enter”.

Dental Provider Requests

ConnectCare can help Medicaid dental providers with:

- Appointment reminder calls
- Rescheduling missed appointments
- Scheduling dental appointments
- Dismissal notices
- Spanish interpretation (for Dental Coordinated Care services)
- Transportation assistance

ConnectCare Dental Helpline

The ConnectCare Dental Helpline can help Medicaid and ARKids First beneficiaries with:

- Finding a dentist or dental specialist
- Scheduling appointments
- Appointment reminders
- Answering dental benefit questions
- Arranging Medicaid transportation for dental appointments

ConnectCare Dental Helpline

Toll-Free: 1-800-322-5580

Central AR: 501-614-5933

(Select option 3)

How to Request Services

Medicaid Dental Providers have the following options for submitting Dental Provider Requests to ConnectCare:

Online

Here are some advantages of submitting Online Dental Provider Requests:

- Requests are delivered immediately to ConnectCare.
- Multiple beneficiaries can be entered on 1 request form.
- It's faster and easier than writing the information on paper and faxing it to ConnectCare.
- It's a paperless way of submitting requests to ConnectCare (**Go Green!**).

To submit Online Dental Provider Request Forms from the ConnectCare website:

1. In the Address Bar of your web browser, type ar.gov/dds and press "Enter".
2. Enter the Dental Provider's Information (Only enter email address to receive a copy of the requests).
3. Enter the Information & Services Requested for Beneficiary #1.
4. Click "Add Entry" to enter additional beneficiaries.
5. When form is complete, click "Submit Request".

Fax

Request Forms & Patient Route Slips can be faxed to [501-280-4180](tel:501-280-4180).

- To learn how to obtain Dental Provider Request Forms, see [page 5](#).
- To learn about using Patient Route Slips to request services, see [page 5](#).

Email

Request Forms & Patient Route Slips can be emailed to connectcare.dental@arkansas.gov.

(NOTE: Please do not send request forms to an individual employee's email address.)

- To learn how to obtain Dental Provider Request Forms, see [page 5](#).
- To learn about using Patient Route Slips to request services, see [page 5](#).

Postal Mail

Dental Provider Request Forms or Patient Route Slips can be mailed to:

[ADH – ConnectCare Dental](#)
[4815 W. Markham Street, Slot 1](#)
[Little Rock, AR 72205](#)

(NOTE: It may take several days for ConnectCare to receive request forms submitted by mail.)

Dental Provider Request Forms

ConnectCare Website

Save or print Request Forms from the ConnectCare website:

- In the Address Bar of your web browser, type ar.gov/dentalcare and press “Enter”.
- Go to the “*Requesting Dental Coordinated Care Services*” section of the web page

This section provides the following Request Form links:

- [Email Request Form - Excel](#)
- [Online Dental Provider Request Form](#)
- [Fax Request Form - PDF](#)

ConnectCare Staff

To obtain Dental Provider Request Forms from ConnectCare staff:

- Call the ConnectCare Dental Helpline:

ConnectCare Dental Helpline

Toll-Free: 1-800-322-5580

Central AR: 501-614-5933

(Select option 3)

Patient Route Slips ← *NEW*

Several Medicaid Dental Providers prefer to use Patient Route Slips to request ConnectCare services for their Medicaid and ARKids First patients.

Patient Route Slips are available on most dental software, such as *Dentrix* and *Eagle Soft*.

Most of the patient information that ConnectCare staff needs to give “Appointment Reminders” or to “Reschedule Missed Appointments” are printed on the Patient Route Slips.

To send Patient Route Slips to ConnectCare:

1. Print the Patient Route Slips.
2. Make sure that each Patient Route Slip has the following information:
 - Name
 - Medicaid Number
 - Mailing Address
 - Phone Number(s)
 - Appointment Date & Time

(Please hand-write any information that is not printed on the Patient Route Slips)

3. Add a Cover Sheet (Cover sheets must include the Dental Provider’s name and phone #).
4. Fax Patient Route Slips to [501-280-4180](tel:501-280-4180) or email them to connectcare.dental@arkansas.gov.

Dental Coordinated Care Services

Appointment Reminders

Appointment Reminders are given for all appointments scheduled by ConnectCare staff.

Dental providers can request ConnectCare to give reminder calls for their Medicaid & ARKids First appointments.

Reminder calls are given the *business day before* the appointment date.

NOTE: When ConnectCare is closed due to *State Observed Holidays* and/or *Governor's Proclamations*, reminder calls will not be provided by ConnectCare staff for the next business day's appointments.

To request ConnectCare staff to provide Appointment Reminder calls, Medicaid dental providers must:

- Submit requests to ConnectCare **at least two (2) business days before** the appointment date.
- Provide an email address for ConnectCare reports (The *ConnectCare Dental Helpline* phone numbers can be found on [pages 3](#)).

The “Confirmation Results” reports provide the following type of information:

- Confirmed
- No Answer
- Voicemail
- Left Message

All Medicaid dental providers who request ConnectCare's Appointment Reminders will receive daily *Confirmation Results* reports and monthly *Appointment Attendance Reports* by email.

(For more information about *Confirmation Results* reports and *Appointment Attendance Reports*, see [page 12](#))

Required Information for Appointment Reminders

Dental Provider's Information

- Medicaid Provider Number (9 digit #; not NPI #)
- Dental Provider's Phone # (Include area code)
- Contact Person (Name of person submitting request)
- Email Address (This is only required if the provider would like to receive a copy of their “online request”)

Beneficiary's Information

- First & Last Name
- Medicaid/ARKids First #
- Date of Birth
- Responsible Party (Name of the parent, legal guardian, or caregiver)
- Mailing Address (Enter address or select “Use address listed in Medicaid system”)
- Phone # (Enter the phone number; if needed, enter another phone number in the “Alternate Phone #” field)

Services Requested

- To request ConnectCare to give a reminder call, select “Appointment Reminder”
- To request ConnectCare to offer Transportation Assistance, select “Set-up Transportation”
 - **NOTE:** Submit requests to ConnectCare at least **one (1) week before** the appointment date
- Enter the date & time of the appointment
- Select “May Need Spanish Interpretation” (if needed)
- Enter any necessary notes/information (if needed)

Reschedule Missed Appointments

Medicaid dental providers can request ConnectCare staff to assist beneficiaries with rescheduling their missed dental appointments.

Phone call attempts are made to beneficiaries daily (up to 3 business days).

ConnectCare will assist beneficiaries with rescheduling their appointment with the provider on a conference call.

Letters are mailed to beneficiaries for the following reasons:

- Could not be reached by phone
- Did not wish to reschedule their appointment at the time
- Preferred to contact the dental provider themselves

“Provider Request Results” reports are available by email on a weekly/monthly basis.

These reports provide the following type of information:

- Appointment rescheduled
- Beneficiary is seeing a different dental provider
- Eligibility has ended
- Beneficiary has moved
- ConnectCare mailed a letter to the beneficiary

(For more information about *Provider Request Results* reports, see [page 12](#))

*****Required Information for Rescheduling Missed Appointments*****

Dental Provider’s Information

- Medicaid Provider Number (9 digit Medicaid Provider #; not NPI #)
- Dental Provider’s Phone # (Include area code)
- Contact Person (Name of person submitting request)
- Email Address (This is only required if the provider would like to receive a copy of their “online request”)

Beneficiary’s Information

- First & Last Name
- Medicaid/ARKids First #
- Date of Birth
- Responsible Party (Name of the parent, legal guardian, or caregiver)
- Mailing Address (Enter mailing address and zip code or select “Use address listed in Medicaid system”)
- Phone # (Enter the phone number; if needed, enter another phone number in the “Alternate Phone #” field)

Services Requested

- To request ConnectCare to reschedule a missed appointment, select “Reschedule “Missed” Appt”
- Enter the date & time of the “missed” appointment.
- Select “May Need Transportation Assistance” (if needed)
- Select “May Need Spanish Interpretation” (if needed)
- Enter any necessary notes/information (if needed)

Schedule New Dental Appointments

Dental providers can request ConnectCare staff to assist beneficiaries with scheduling new dental appointments.

This service is ideal for providers who were not able to reach beneficiaries to schedule the following types of appointments:

- Dental procedures that do not require prior-authorization (Such as fillings, crowns, extractions and etc.)
- “Prior-Authorization Received” dental procedures (Such as root canals, braces, partials and etc.)
- Dental exam & cleanings (NOTE: For “Exam & Cleaning” appts, beneficiaries are contacted by letter only)

Phone call attempts are made to beneficiaries daily (up to 3 business days).

ConnectCare will assist beneficiaries with scheduling an appointment with the provider on a conference call.

Letters are mailed to beneficiaries for the following reasons:

- Could not be reached by phone
- Preferred to schedule appointment through the dental provider’s office

“Provider Request Results” reports are available by email on a weekly/monthly basis.

These reports provide the following type of information:

- Set-up dental appointment
- Beneficiary is seeing a different dental provider
- Eligibility has ended
- ConnectCare mailed a letter to the beneficiary

(For more information about *Provider Request Results* reports, see [page 12](#))

Required Information for Scheduling Appointments

Dental Provider’s Information

- Medicaid Provider Number (9 digit Medicaid Provider #; not NPI #)
- Dental Provider’s Phone # (Include area code)
- Contact Person (Name of person submitting request)
- Email Address (This is only required if the provider would like to receive a copy of their “online request”)

Beneficiary’s Information

- First & Last Name
- Medicaid/ARKids First #
- Date of Birth
- Responsible Party (Name of the parent, legal guardian, or caregiver)
- Mailing Address (Enter mailing address or select “Use address listed in Medicaid system”)
- Phone # (Enter the phone number; if needed, enter another phone number in the “Alternate Phone #” field)

Services Requested

- Select “Schedule New Appt” or “Schedule Exam & Cleaning Appt”
- Select “May Need Transportation Assistance” (if needed)
- Select “May Need Spanish Interpretation” (if needed)
- Enter any notes/information (if needed)

Set-up Transportation for Dental Appointments

Dental providers can request ConnectCare staff to assist eligible beneficiaries with setting-up transportation for their dental appointments.

ConnectCare provides transportation assistance for:

- Medicaid beneficiaries (Who are eligible for dental benefits)
- “ARKids First A” beneficiaries (NOTE: “ARKids First B” beneficiaries are not eligible for transportation)

To request transportation assistance for dental appointments, Medicaid dental providers must:

- Submit requests (see required information below) to ConnectCare at least 1 week before the dental appointment date; this will give ConnectCare staff adequate time to contact the beneficiary and to set-up transportation with the transportation broker.

Phone call attempts are made to beneficiaries daily (up to 3 business days).

ConnectCare will assist beneficiaries with setting-up transportation with a transportation broker on a conference call.

Dental providers can receive a “Provider Request Results” report by email on a weekly/monthly basis.

These reports provide the following type of information:

- Set-up transportation
- Beneficiary is seeing a different dental provider
- Eligibility has ended
- Beneficiary has moved

(For more information about *Provider Request Results* reports, see [page 12](#))

Required Information for Setting-up Transportation

Dental Provider’s Information

- Medicaid Provider Number (9 digit Medicaid Provider #; not NPI #)
- Dental Provider’s Phone # (Include area code)
- Contact Person (Name of person submitting request)
- Email Address (This is only required if the provider would like to receive a copy of their “online request”)

Beneficiary’s Information

- First & Last Name
- Medicaid/ARKids First #
- Date of Birth
- Responsible Party (Name of the parent, legal guardian, or caregiver)
- Mailing Address (Enter mailing address or select “Use address listed in Medicaid system”)
- Phone # (Enter the phone number; if needed, enter another phone number in the “Alternate Phone #” field)

Services Requested

- Select “*Set-up Transportation*”
- Enter the date & time of the dental appointment
- Select “May Need Spanish Interpretation” (if needed)
- Enter any notes/information (if needed)

Dismissal Notices

Dental providers can request ConnectCare staff to assist beneficiaries who have been dismissed for the following reasons:

- Missed dental appointments
- Various reasons (Reasons other than “missed appointments”)

ConnectCare staff will not make phone call attempts to provide dismissal notices. Dismissal notices are mailed to beneficiaries.

Dental providers can receive a “Provider Request Results” report by email on a weekly/monthly basis. These reports provide the following type of information:

- Eligibility has ended
- ConnectCare mailed letter to the beneficiary

(For more information about *Provider Request Results* reports, see [page 12](#))

Required Information for Dismissal Notices

Dental Provider’s Information

- Medicaid Provider Number (9 digit Medicaid Provider #; not NPI #)
- Dental Provider’s Phone # (Include area code)
- Contact Person (Name of person submitting request)
- Email Address (This is only required if the provider would like to receive a copy of their “online request”)

Beneficiary’s Information

- First & Last Name
- Medicaid/ARKids First #
- Date of Birth
- Responsible Party (Name of the parent, legal guardian, or caregiver)
- Mailing Address (Enter address or select “Use address listed in Medicaid system”)
- Phone # (Enter the phone number; if needed, enter another phone number in the “Alternate Phone #” field)

Services Requested

- Select “Dismissal Notice (For Missed Appts)” or “Dismissal Notice (For Various Reasons)”
- Select “May Need Spanish Interpretation” (if needed)
(If selected, ConnectCare will send the beneficiary a dismissal notice in English and also in Spanish)
- Enter any notes/information (if needed)

Additional Services

Spanish Interpretation

ConnectCare provides Spanish interpretation for the following *Dental Coordinated Care* services:

- Appointment Reminders
- Reschedule Missed Appointments
- Schedule Dental Appointments
- Set-up Transportation for Dental Appointment
- Dismissal Notices

To learn how to complete request forms:

- See ****Required Information**** on pages 6 - 10

Medicaid Transportation Assistance

When dental providers request ConnectCare to assist beneficiaries with scheduling or rescheduling an appointment, the provider can let ConnectCare know that the beneficiary may also need “Transportation Assistance”.

ConnectCare provides transportation assistance (if needed) for:

- Medicaid beneficiaries
- ARKids First A beneficiaries

Phone call attempts are made to beneficiaries daily (up to 3 business days).

ConnectCare will contact the dental provider if beneficiary/guardian cannot be reached.

ConnectCare will offer to assist beneficiaries with the following:

- Setting-up transportation with Medicaid transportation broker on a conference call
- Provide the contact information of their Medicaid transportation broker

To request ConnectCare to provide transportation assistance for dental appointments:

- Submit requests **1 week before** the beneficiary’s dental appointment; ConnectCare will also give the beneficiary a reminder call
- To learn how to complete request forms:
 - See ****Required Information**** on [page 9](#)

To request transportation assistance for Scheduling/Rescheduling dental appointments:

- To learn how to complete the request forms:
 - See ****Required Information**** on pages 7 - 8

Dental Provider Reports

Medicaid dental providers can request to receive the following reports by email:

Confirmation Results

Confirmation Results reports are designed to give Medicaid dental providers the results of each reminder call given by ConnectCare staff. These reports can also be used by dental providers to report the “Attendance Results” of each “ConnectCare-Reminded” appointment to ConnectCare staff.

Confirmation Results reports are scheduled to run daily (Monday – Friday) between 2:00pm – 2:30 pm and then emailed to dental providers.

NOTE: All Medicaid dental providers who request ConnectCare’s *Appointment Reminders* must receive daily Confirmation Results reports by email.

To receive daily Confirmation Results, Medicaid Dental Providers must:

- Submit request forms (for Appointment Reminders) to ConnectCare at least two (2) business days before the appointment date.
- Provide an email address for ConnectCare reports (The *ConnectCare Dental Helpline* phone numbers can be found on [pages 3](#)).

Provider Request Results

Provider Request Results reports are designed to give Medicaid dental providers the final result of each “Dental Provider Request” submitted to ConnectCare. These reports are scheduled to run on a weekly and/or monthly basis and then emailed to dental providers.

Provider Request Results reports do not include the results of “Appointment Reminder” requests.

NOTE: All Medicaid dental providers who request ConnectCare’s *Dental Coordinated Care* services will receive weekly and/or monthly Provider Request Results reports by email.

To receive weekly/monthly Provider Request Results, Medicaid Dental Provider must:

- Provide an email address for ConnectCare reports (The *ConnectCare Dental Helpline* phone numbers can be found on [pages 3](#)).

Appointment Attendance Reports

Appointment Attendance Reports includes a pie chart that shows the effectiveness of ConnectCare’s appointment reminders that were given the previous month. These reports are scheduled to run on the 6th day of each month and then emailed to dental providers.

NOTE: All Medicaid dental providers who receive daily *Confirmation Results* reports will also receive monthly Appointment Attendance Reports by email.

To receive monthly Appointment Attendance Reports, Medicaid Dental Provider must:

- Provide an email address for ConnectCare reports (The *ConnectCare Dental Helpline* phone numbers can be found on [pages 3](#)).