

FREQUENTLY ASKED QUESTIONS FOR DENTAL SERVICES

Q. Are there copays or deductibles for dental work?

A. *For the WVCHIP Gold and Blue Plans there are no dental copayments or deductible, however, the Premium Plan members do have \$25.00 copayments for some procedures, with a maximum copayment of \$100.00 per child or \$150.00 per family. To find out if a procedure requires a copay, you may call DXC Technologies at 1-800-479-3310.*

Q. What dental and orthodontic services now require precertification?

A. *A list of the services requiring prior authorization can be found on the WVCHIP website at www.chip.wv.gov, and under the providers tab there is a folder for Dental Services. Check the Dental Provider Guide.*

Q. Where do I find the prior authorization request forms?

A. *Go to the WVCHIP website at www.chip.wv.gov and click on the “Resources” tab, then choose “Provider Resources”, this will provide the list of forms available.*

Q. Where do I send the orthodontic prior authorization documentation?

A. *All requests for orthodontic treatment should be sent to:*

KEPRO

Download files to KEPRO through WVC3

Phone: 1-888-571-0262

Fax: 1-866-438-1360

Q. On the orthodontic treatment form, there is not a place to put the treatment plan that is requested, how should this information be submitted?

A. *The treatment plan should be attached with the request.*

Q. What if the request for orthodontia treatment is denied; what is the next step?

A. *There is an appeal process in place if the request is denied. The member, provider or Representative must start the process within 60 days of learning of the denial of the requested treatment.*

Q. Who do I contact to start the appeal process?

A. *The first step is to contact KEPRO at 1-888-571-0262.*

Q. How do I find a dentist in my area who accepts WVCHIP members?

A. *A list of WVCHIP dental providers is provided on the Insure Kids Now website. Go to www.insurekidsnow.gov to see the list of providers.*