

**To:** All Providers Participating in the Nebraska Medicaid Program  
**From:** Matthew Ahern, Interim Director *MLA*  
**Date:** December 21, 2023  
**Re:** 2024 Dental Care Preparation: Updates on Managed Care Contracts, Health, and Dental Care

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This provider bulletin is being issued to inform Nebraska Medicaid providers about the transition to the new Managed Care contracts as of January 1, 2024.

### **Managed Care Organizations Contracts Signed**

The Nebraska Department of Health and Human Services has signed contracts with Molina Healthcare, Nebraska Total Care, and United Healthcare to provide services (including dental services) for the upcoming contract term. This new contract term for Medicaid's managed care program – Heritage Health – begins January 1, 2024.

MCNA, which is currently the dental benefits manager for Nebraska Medicaid, will provide dental benefits through December 31, 2023.

Please see our prior [news release](#) and [provider bulletin](#) for more information.

### **Managed Care Organizations Coverage**

An MCO (managed care organization, sometimes referred to as 'health plan' or 'plan') is responsible for a member's coverage for physical health, behavioral health, prescription drugs, non-emergency medical transportation, dental, and some other additional services. Oftentimes each MCO will subcontract out for some of the services listed above.

Members receive healthcare services according to the specific guidelines and determinations set by their MCO.

For a member that will be enrolled with Molina Healthcare, for example, will get Molina's dental subcontractor, SkyGen USA, beginning January 1, 2024.

For a member that will be enrolled with Nebraska Total Care (NTC), for example, they will get NTC's dental subcontractor, Envolve Health, beginning January 1, 2024.

For a member that will be enrolled with UnitedHealthcare (UHC), for example, they will get UHC's dental subcontractor, Dental Benefit Providers, beginning January 1, 2024.

### **Provider Credentialing**

If that member's dentist is not credentialed with their MCO's dental plan provider, then that member either will have to find another way to pay that dentist, or the member will need to switch dentists (to one in the health plans network). Please know that, due to the integrated nature of coverage, if a member chooses to switch MCOs because their dentist is not in network and they want to keep that

dentist, that could disrupt their other services, such as getting to keep their PCP or that MCO's extra perks. This is why we encourage providers including dentists, to credential with all three health plans.

### **Member Awareness**

Members are told of their options at (1) initial enrollment (whichever month that may be for that specific member) and (2) at annual open enrollment (which is currently ongoing for next year until December 15, 2023). This is done by Nebraska Medicaid's enrollment broker called Automated Health Systems (AHS). This announcement was also published in [provider bulletin 23-07](#).

We encourage all members to review the materials that are given to them by the state, their MCO, and their healthcare providers. This is to ensure members are aware of all their options and any possible changes to expect with their health care coverage.

### **Provider Community Outreach**

As each of the newly contracted MCOs prepares for the new contract term beginning in 2024, their dental representatives may be reaching out to providers to contract for dental services. If you have any questions or would like to speak to someone regarding any of this information, please reach out to:

#### **Molina Healthcare (SkyGen USA)**

1-800-508-6965

[networkdevelopment@skygenusa.com](mailto:networkdevelopment@skygenusa.com)

#### **Nebraska Total Care (Envolve Health)**

833-554-2292

[dentalnetwork@envolvehealth.com](mailto:dentalnetwork@envolvehealth.com)

#### **UnitedHealthcare (Dental Benefit Providers)**

800-822-5353

[ce\\_packetrequest@uhc.com](mailto:ce_packetrequest@uhc.com)

If you have questions regarding this bulletin or special requests, please contact MLTC Communications via email at: [DHHS.MLTCExperience@nebraska.gov](mailto:DHHS.MLTCExperience@nebraska.gov)

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