

Primary Dental Care Frequently Asked Questions (FAQs)

What is a primary dental provider (PDP)?

AmeriHealth Caritas District of Columbia is committed to providing a dental program that supports an integrated approach to a member's medical needs. To foster a closer relationship between members and dental providers, we assign each member to a PDP who will serve as the member's "dental home." Similar to the primary care provider (PCP), the PDP will be responsible for delivering services to meet the member's dental care needs.

What is the role of a PDP?

- To promote continuity of care
- Directly referring members to specialists
- Recalling members for periodic care
- Referring members to their PCP for medical issues

How will members be notified of their PDP?

Each member will receive a letter informing them of their PDP when they join the plan. If members need to find out who their PDP is or if they have questions about their assignment, they should call Member Services at **1-800-408-7511**.

Can members change their PDP?

Members can change PDP assignment at any time by calling Member Services at **1-800-408-7511**.

If I am not assigned as a member's PDP, can I still provide dental care?

Yes. You can always provide dental care to any member who seeks care at your practice, regardless of their PDP assignment. You should process your claims accordingly.

How do I find out who is assigned to my practice?

Providers should visit the Scion web portal to view their PDP assignments. The assignments are likely to change frequently, so providers are encouraged to refresh their assignment list weekly. The list is intended to be an outreach/internal marketing tool for your office, as well as an added benefit to your practice to enhance your opportunities for increasing claims revenue.

Questions?

If you have any questions about the PDP program, please contact Dental Provider Services at **1-855-609-5170**.

www.amerihealthcaritasdc.com



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AmeriHealth Caritas
District of Columbia

AmeriHealth Caritas: Primary Care Assignments Quick Reference Guide

We're Here to Help

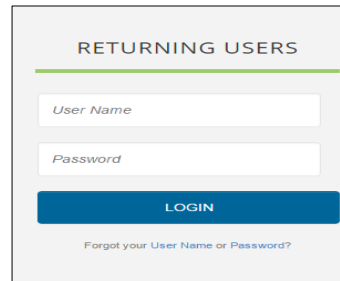
Our Web Portal team of experts can assist you with Web Portal questions and can provide any additional training needed for your staff. Contact us directly at **855-434-9239**.

Finding Our Portal

To access Scion Dental's Provider Web Portal go to <https://pwp.sciondental.com>.

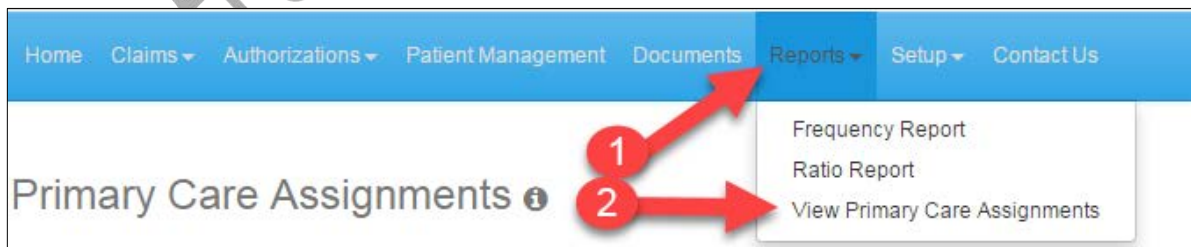
Getting Logged In

- To log on to your account, enter the *User Name* and *Password* in each field, and click the **LOGIN** button.
- If you do not know your *User Name*, click the **User Name** link.
 - Enter the email address your account was registered with, and click the **Request User Name** button.
 - The *User Name* will be sent to the account's email address.
- If you do not know your *Password*, select the **Password** link.
 - Type your *User Name* and click the **Request Password Reset** button.
 - A message with a link to reset the password will be sent to the account's email address. (Note: The link to change the password will be valid for 24 hours.)



Locating Your Primary Care Assignments

- Click **Reports** on the menu bar.
- Click **View Primary Care Assignments**.



- From the **Provider** drop-down menu, select the **name** of the provider for which you would like to generate a report.
- Click the **View Report** button.

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Primary Care Assignments

This report details all of the members for which the selected provider is the primary care provider. Details include the member's effective and termination dates, the effective date the primary care relationship began, and the last date of service between the member and their primary care provider.

Provider

[View Report](#)

- Your report appears.

Primary Care Assignments for <input type="text"/>	
Member ID: <input type="text"/>	Member DOB: <input type="text"/>
Member Name: <input type="text"/>	Effective Date: <input type="text"/>
Member Address: <input type="text"/>	Termination Date: <input type="text"/>
Member Phone Number: <input type="text"/>	Plan Name: <input type="text"/>
Member Medicaid ID: <input type="text"/>	Date Assigned: <input type="text"/>
	Last Service Date: <input type="text"/>

Finding Help with the Web Portal or Primary Care Assignments

For assistance with this process or if you have any other questions regarding Scion Dental's Provider Web Portal, please contact the Web Portal Department at **855-434-9239**.