AmeriHealth Caritas
District of Columbia

To: **AmeriHealth Caritas DC Dental Providers**

Date: **February 11, 2025**

Subject: **SKYGEN Dental Hub Replacing AmeriHealth Caritas DC Provider Web Portal**

Dear Provider,

Beginning May 1, 2025, AmeriHealth Caritas District of Columbia (DC) providers will no longer have access to the provider web portal. Please register on the SKYGEN Dental Hub (Dental Hub) today to continue having access to all the same functions, information, and more. The Dental Hub will become the exclusive dental provider portal tool for AmeriHealth Caritas DC dental practices. SKYGEN encourages providers to register for the Dental Hub as soon as possible to ensure a seamless transition before the May 1 cutoff.

<u>**SKYGEN Dental Hub Webinars and Quick Start Guide**</u>

Your SKYGEN team is ready to support you and your practice to help ensure the transition to the Dental Hub goes smoothly. SKYGEN conducts weekly webinars that cover basic functionalities of the Dental Hub and information regarding the registration process at https://www.dentalhub.com/webinars.

We also encourage users to download the SKYGEN Dental Hub Quick Start Guide at https://www.dentalhub.com/sites/default/files/2024-12/DH%20Quick%20Guidev1.7.pdf. This guide is designed to help users get their business/practice registered and understand some of the Dental Hub's basic functionality. For additional support, please contact the SKYGEN Dental Hub Support Team at **1-855-609-5156** with any questions not answered in the webinar, Quick Start Guide, or imbedded help.

<u>**Getting Started on the SKYGEN Dental Hub**</u>

- Go to https://app.dentalhub.com/app/login and click "Log in."
- Click 'Sign up now."
- Use **your** email address to create **your** own account.

Once you've created **your** own Dental Hub account, you're ready to set up your practice following the Dental Hub's easy, 3-step process:

1. Tell the Dental Hub you work for a dental office.
2. Tell the Dental Hub you want to set up a business.
3. Provide the basic information about your practice — you'll need the W-9 information for your practice and some basic information from a claim that SKYGEN previously processed, or your SKYGEN Payee ID# located in the upper left corner of your remittance advice.

Help Navigating the SKYGEN Dental Hub

A brief video tutorial at the SKYGEN Dental Hub homepage explains the set-up process and delivers useful information, including how to:

- Add additional administrators who can share the work of managing your account.
- Create practice locations.
- Invite dental professionals to join your practice.

Please register and begin using the Dental Hub today to avoid disruptions in May!

Thank you for your continued partnership and for the valuable services you provide our enrollees.

Sincerely,

Nathan Fletcher, DDS
Dental Director