

## Dental Provider Update

Dear Medicaid Dental Providers,

The Arkansas Department of Human Services (DHS) aims to support providers, beneficiaries, and partners in administering and receiving Medicaid services. To enhance delivery of services to enrolled beneficiaries in Arkansas Medicaid, DHS will end Healthy Smiles, the managed care dental program and return beneficiaries who qualify for dental coverage to the Medicaid fee-for-service (FFS) program beginning November 1, 2024.

Beneficiaries will remain eligible for dental services and may continue to go to their chosen Medicaid-enrolled dentist. They will no longer have a card for Delta Dental or MCNA and will instead bring their Medicaid ID to the dental office. Eligibility checks will be performed using the beneficiaries' Medicaid ID.

Claims and prior authorizations for dates of service beginning November 1, 2024, should be submitted to Arkansas Medicaid. Medicaid fee for service reimbursement rates are the same as those paid by Delta Dental and MCNA. Please contact the Arkansas Dental Program staff with any questions related to FFS dental coverage.

Please ensure your provider information is up to date in the Medicaid system. This includes such things as names, addresses, license, and Electronic Funds Transfer (EFT) information. To update your information, call (800) 457-4454 or (501) 376-2211.

In the coming months, we will be working closely with providers, beneficiaries, and other stakeholders to ensure a smooth transition. Additional communications will be sent regarding the billing process, training, and other information. In the meantime, if you have questions, concerns, or feedback, please contact [dentalproviderquestions@dhs.arkansas.gov](mailto:dentalproviderquestions@dhs.arkansas.gov).

Thank you,  
MMIS Outreach Specialist Team