

Sept. 10, 2020  
MB# 20-020

# MEDICAID BULLETIN

**TO: Dental Providers**

**SUBJECT: Updates to the Dental Services Provider Manual**

The South Carolina Department of Health and Human Services (SCDHHS) is issuing the following policy updates and clarifications for South Carolina Healthy Connections Medicaid dental providers effective for dates of service on and after Oct. 1, 2020.

### **Policy Clarification on ADA Claim Completion**

Providers billing for services on an American Dental Association (ADA) claim form must accurately indicate the rendering or authorizing provider as well as the location where services were rendered. Policy clarification on claim completion instructions can be found in SCDHHS' Dental Services Provider Manual, which is [available on SCDHHS' website](#).

### **Provider Signatures**

Patient records must accurately indicate the performing and/or authorizing provider of services, including acceptable signatures. Updated policy on proper provider signatures in patient records can be found in SCDHHS' Dental Services Provider Manual, which is [available on SCDHHS' website](#).

### **Additional Updates**

Additional updates made to the Dental Services Provider Manual can be found on the Change Control Record, which is also [available on SCDHHS' website](#).

If you have questions regarding this bulletin, please contact the DentaQuest Provider Call Center at (888) 307- 6553.

Thank you for your continued support of the South Carolina Healthy Connections Medicaid program.

/s/  
Joshua D. Baker