

AmeriHealth Caritas[™]
District of Columbia

To: AmeriHealth Caritas DC Dental Providers

Date: July 27, 2026

Subject: Claims Submission with Approved Wellpoint DC Authorizations

Dear Dental Provider:

Effective August 1, 2026, Wellpoint DC will be exiting the District of Columbia (DC) Managed Care Program. The DC Department of Health Care Finance (DHCF) notified all parties in Transmittal #26-19 dated July 2, 2026. On August 1, 2026, enrollees in the DC Medicaid Managed Care Program who are currently enrolled with Wellpoint DC (formerly Amerigroup DC) will be automatically assigned to AmeriHealth Caritas DC.

For those dental providers that are currently treating transitioning Wellpoint DC enrollees, you will be able to continue treating those enrollees and providing continuity of care throughout the transition period as defined by DHCF, from August 1, 2026, through October 31, 2026. All prior authorizations issued by Wellpoint DC for affected enrollees will be honored through October 31, 2026. If you received a prior authorization from Wellpoint DC to provide a service, treatment, procedure, etc. for an enrollee who is transitioning to AmeriHealth Caritas DC, please follow the instructions and guidelines below:

1. For any services that require prior authorization, and one has been obtained already through Wellpoint DC, please attach the entire authorization notice to the claim submitted for that service.
2. The Wellpoint DC approved authorizations will be converted to a Skygen authorization with a new authorization number for tracking.
3. If there are multiple procedures on the Wellpoint DC authorization and the claim is being submitted for one or more (but not all) approved services, the new authorization number can be used for future services approved in the original authorization.
4. Wellpoint DC authorizations will be honored through October 31, 2026. Authorizations should be submitted as new authorization requests to Skygen after that date.

Claims that do not require prior authorization should be submitted to Skygen in the usual manner outlined in the Dental Provider Supplement using the following information:

Paper claims:

AmeriHealth Caritas DC-Claims
P.O. Box 651
Milwaukee, WI 53201

Electronic claims:

Clearinghouse. Payer ID: SCION

They can also be submitted through the **Skygen Dental Hub** located at <https://app.dentalhub.com/app/login>.

Note registration is required to use the Skygen Dental Hub. Additional information regarding the Skygen Dental Hub is attached.

For additional questions about this process, please contact the AmeriHealth Caritas DC Dental Account Executive Dora Arevalo at darevalo@amerihealthcaritasdc.com or the Dental Director Nathan Fletcher, DDS at nlfletcher@amerihealthcaritasdc.com.

Sincerely,

AmeriHealth Caritas DC



Beginning (May 1, 2025) the SKYGEN DENTAL HUB will be replacing the Provider Web Portal. Providers can register and begin using the Dental Hub today!

Beginning (May 1, 2025) AmeriHealth DC providers will no longer have access to the provider web portal. Please register on the Dental Hub today to continue having access to all the same functions and information (and more). The SKYGEN Dental Hub will become the exclusive dental provider portal tool for AmeriHealth DC dental practices. SKYGEN encourages providers to register for the Dental Hub as soon as possible to ensure a seamless transition before the (5/01/2025) cutoff.

SKYGEN Dental Hub Webinars and Quick Start Guide

Your SKYGEN team is ready to support you and your practice to help ensure the transition to the SKYGEN Dental Hub goes smoothly. SKYGEN conducts weekly webinars that cover basic functionalities of the Dental Hub and information regarding the registration process, click [here](#) for more information. We also encourage users to download the SKYGEN Dental Hub [Quick Start Guide](#). This guide was designed to help our 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 by our webinar, Quick Start Guide or imbedded help.

Getting started on the SKYGEN Dental Hub!

- 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 home page 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!