



Senior Whole Health Provider Notice

Re: Changes to dental benefit administrator

October 1, 2020

Dear Valued Provider:

Effective January 1, 2021, Senior Whole Health (SWH) will transition the administration of our dental benefits and contracting and credentialing from Skygen USA to DentaQuest. This is a collaborative move and we anticipate a smooth transition with no disruption to your patients or practice. DentaQuest is currently reaching out to all dentists treating SWH members through the Skygen USA network with the purpose of initiating contracting and ensuring continuity of care for your patients.

DentaQuest is an experienced national dental benefit management leader committed to helping improve the oral health of your patients and our members. SWH is confident in DentaQuest's administrative efficiencies which include prior authorization and claims processing turnaround times as well as improved communication with its network of dentists.

Please see the attached FAQ with detailed information regarding this transition. If you have additional questions, please contact the Senior Whole Health Provider Relations Department:

For Senior Whole Health of Massachusetts:

Phone: 1-855-838-7999

Email: ProviderRelations@seniorwholehealth.com

For Senior Whole Health of New York:

Phone: 1-877-353-9819

Email: SWHProviderRelationsNY@magellanhealth.com

Sincerely,

Senior Whole Health Provider Relations team