



Senior Whole Health Provider Reminder

Re: Changes to our dental and behavioral health benefit administrators

October 29, 2020

Dear Valued Provider,

As a reminder, effective January 1, 2021, Senior Whole Health (SWH) will transition our dental benefits and contracting and credentialing from Skygen USA to DentaQuest. DentaQuest is an experienced national dental benefit management leader committed to helping improve the oral health of your patients—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.

Effective January 1, 2021, SWH is also transitioning our behavioral health benefits to Magellan Behavioral Health. Providers in the Magellan Behavioral Health network can experience significant benefits from this transition such as excellent provider service, increased referrals, easy claims submission with prompt payment, simplified credentialing, and access to numerous online resources.

If you have any 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

SWHALL_2020_16699