

# The CareOregon Advantage (COA) CareCard Dental Benefit

## What dental practices need to know

### What it is

- As part of the COA benefit package, all COA members receive \$1,500 loaded on their CareCard, to help pay for dental items and services that Medicaid does not cover.
- The card can be used to help pay for recommended services like crowns, root canals and replacement of dentures when ineligible due to frequency limitations.



### How it works

- Members should continue to see their primary Medicaid dental provider for all covered services.
- If a member's treatment plan includes services with costs not covered by Medicaid, the CareCard can be used to cover those services. The CareCard can be used like a credit card without billing CareOregon Advantage.
- The card can also be used for covered services that will deny for frequency limitations and for items like toothbrushes and other home care items sold in your dental office.
- The card swipes just like any prepaid card – it should be run like a credit card.
- Cards must be activated before any attempted transactions take place. If the member attempts to redeem before activation, it can lock the card. If card becomes locked, call VISA customer service at 833-684-8472.

### Important information

- Medicaid providers can only charge members for non-covered services.
- If the cost of non-covered services is greater than the balance on the member's card, the member is responsible for the remainder of the payment. The total cost should be reflected on the OHP Client Agreement to Pay for Health Services form.
- It is best practice for providers to complete the Prior Authorization process with the member's dental plan to check for OHP coverage authorization prior to charging the member.
- Providers are not required to submit encounters for services that are paid for with the CareCard.

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### The fine print

- The member must be eligible with CareOregon Advantage at the time of payment. The card is deactivated when the patient is no longer an active COA member.
- Any unused funds on the card expire on 12/31 of each year.
- The card is non-transferrable.
- The card can be used anywhere in the United States. It cannot be used internationally.
- Refunds are to be applied back to the card.
- The card can be used in any dental clinic, based on Merchant Category Classification (MCC) Codes on your VISA machine. If the card does not work in your office, yet the member has verified a positive balance, contact CareOregon Advantage at 503-416-4279 or 888-712-3258.

### Questions?

- Members can check their balance by calling 833-684-8472, downloading the OTC Network mobile app, or visiting [mybenefitscenter.com](https://mybenefitscenter.com)
- If you have questions, contact CareOregon Advantage at 503-416-4279 or 888-712-3258.
- Additional information can be found at: [careoregonadvantage.org/carecard-faq](https://careoregonadvantage.org/carecard-faq)
- If you are not currently a Medicaid dental provider and are interested in contracting with a Medicaid dental plan in your area, contact CareOregon for more information on how to reach the Medicaid dental plans in your county.