

Filing a Dental Provider Complaint

AmeriHealth Caritas Delaware Medicaid and SKYGEN are committed to providing high-quality dental services to all members. As part of that commitment, we work to ensure all dental providers have every opportunity to exercise their rights to a fair and timely resolution to any complaints, grievances and appeals.

Our procedures for handling and resolving complaints, grievances and appeals are designed to:

- Ensure fair, just, and speedy resolutions by working cooperatively with providers and supplying any documentation related to complaints, grievances and appeals, upon request.
- Treat providers with dignity and respect at all levels of the complaints, grievances and appeals resolution process.
- Inform providers of their full rights as they relate to complaints, grievances and appeals resolutions, including their rights of appeal at each step in the process.
- Resolve complaints, grievances and appeals in a satisfactory and acceptable manner within AmeriHealth Caritas Delaware Medicaid and SKYGEN protocol.
- Comply with all regulatory guidelines and policies with respect to complaints, grievances and appeals.

Note: SKYGEN does not discriminate against providers who file a grievance or appeal or acting within the scope of the provider's license.

Dental Provider Complaint process:

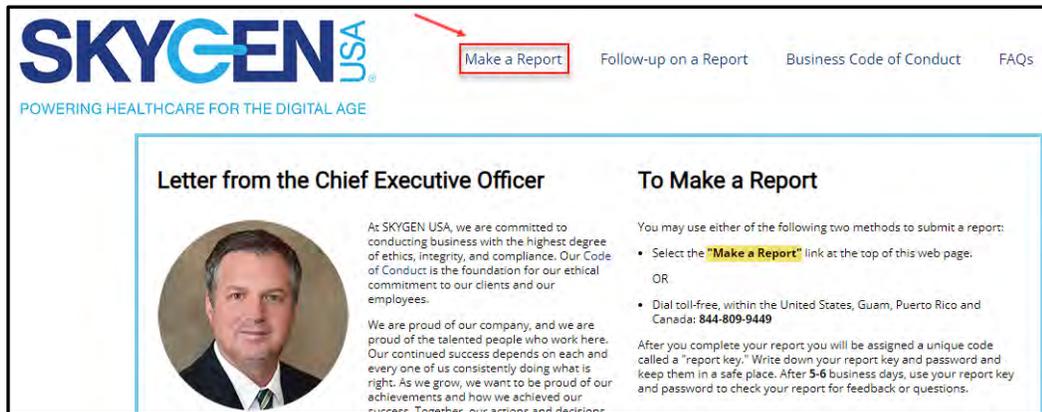
SKYGEN defines a complaint as an expression of dissatisfaction with SKYGEN's policies and procedures, choice and accessibility of network providers and specialists, and the quality of care and service received by SKYGEN and their contracted network.

How to submit a dental provider complaint related to SKYGEN, (*please note these established procedures **are not anonymous***):

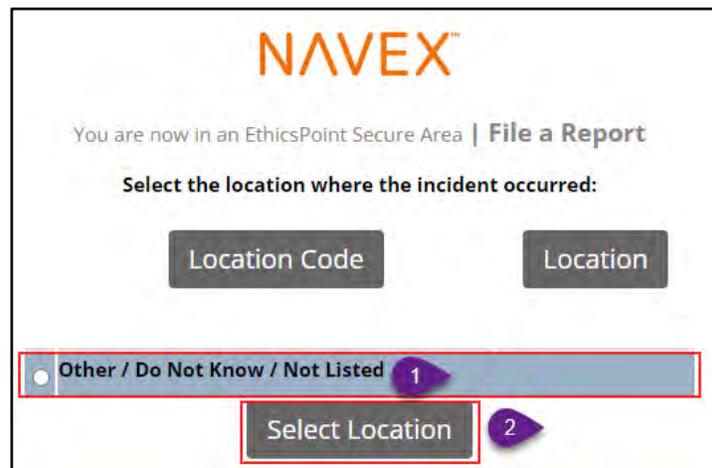
- Call SKYGEN Provider Services at **1-855-707-5818**
- Submit a complaint in writing to:
AmeriHealth Caritas Delaware
Medicaid Dental Provider Complaints and Appeals
PO Box 1243
Milwaukee WI 53201
 - Providers are to submit any records at the request of SKYGEN for any investigation of this type as requested.
 - SKYGEN will document all activity and efforts made towards the investigation and findings.
 - Once the investigation is complete, SKYGEN will make a reasonable attempt to contact the provider by phone to provide them with verbal feedback and/or their next step moving forward.
 - Providers will receive a written resolution letter within 30 calendar days.

How to submit a provider complaint related to SKYGEN through the [EthicsPoint](https://secure.ethicspoint.com/domain/media/en/gui/49526/index.html) website (*please note for this established procedure providers may choose to report **anonymously**, the webpage is hosted on EthicsPoint's secure servers and is not part of the SKYGEN website*):

1. Go to the EthicsPoint website - <https://secure.ethicspoint.com/domain/media/en/gui/49526/index.html>
2. Click on the “Make a Report” icon



3. For the location select the “Other / Do Not / Know / Not Listed” tab
4. Click the “Select Location” tab



5. Click on the “other” arrow to file a provider complaint.



6. Click on the "I agree to the Terms and Conditions of making this report" tab
7. Fill in all the required fields with the necessary information
8. Press the "Submit Report " tab

NAVEX™

You are now in an EthicsPoint Secure Area | **File a Report**

ETHICSPPOINT IS NOT A 911 OR EMERGENCY SERVICE.
Do not use this site to report events presenting an immediate threat to life or property. Reports submitted through this service may not receive an immediate response. If you require emergency assistance, please contact your local authorities.

* 1 I agree to the [Terms and Conditions](#) of making this report.

Please provide information as follows: 2
(* Required fields)

Submit Report 3

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PRIVACY FEEDBACK
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Type II Certified

- After you complete your report you will be assigned a unique code called a "report key." Write down your report key and password and keep them in a safe place. After 5-6 business days, use your report key and password to check your report for feedback or questions.
- Providers can also register a complaint by phone through *EthicsPoint* toll-free, within the United States: 844-809-9449.