



AmeriHealth Caritas
District of Columbia

To: AmeriHealth Caritas DC Providers

Date: April 14, 2025

Subject: SKYGEN Dental Hub (Urgent)

Dear Provider:

Summary: 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!

Effective May 1, 2025, AmeriHealth Caritas District of Columbia (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 May 1, 2025 cutoff.

SKYGEN Dental Hub Webinars and Quick Start Guide

The 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. Visit <https://www.dentalhub.com/webinars> for more information. We also encourage users to download the SKYGEN Dental Hub Quick Start Guide: <https://www.dentalhub.com/sites/default/files/2024-12/DH%20Quick%20Guidev1.7.pdf>. This guide was designed to help 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 the 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!

If you have questions about this communication, please contact your AmeriHealth Caritas DC Provider Account Executive or call Provider Services at 202-408-2237.

Sincerely,
AmeriHealth Caritas DC