



Dental Provider Supplement

June 2023



Keystone First
Community HealthChoices

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Introduction

About Keystone First Community HealthChoices

Who We Are

Keystone First Community HealthChoices (hereinafter known as “Keystone First CHC”) is a Community HealthChoices Managed Care organization that coordinates physical health care and long-term services and supports (LTSS) for older persons with physical disabilities and Pennsylvanians who are dually eligible for Medicare and Medicaid (Community Well Duals). We are committed to delivering quality care that enables our Participants to live safe and healthy lives with as much independence as possible and to receive services in the community, preserve consumer choice, and allow them to have an active voice in the services they receive.

CHC Participants are:

Individuals 21 and older who are:

- Dually eligible for Medicare and Medicaid (Community Well Duals);
- Determined nursing facility clinically eligible; OR
- Receiving care in a nursing home paid for by Medicaid.

Our Mission

We Help People:

Get Care

Stay Well

Build Healthy Communities

We have a special concern for those who are poor.

Our Values

Our service is built on these values:

Advocacy

Care of the Poor

Compassion

Competence

Dignity

Hospitality

Stewardship

Welcome to the Keystone First CHC Dental Provider Network

The information contained in this Dental Provider Supplement is in addition to the information in the Keystone First CHC Provider Manual and is intended to apply only to Dental Providers and to the Keystone First CHC Dental Program. This Dental Provider Supplement includes information on the Keystone First CHC Dental program that may not be otherwise included in the Keystone First CHC Provider Manual.

Single point of contact

To assist with timely, accurate Provider reimbursement and high-quality services, a Dental Account Executive is assigned to each Provider. Dental Account Executives are responsible for building personal relationships with the office managers at each Provider location in the region. This approach fosters teamwork and cooperation, which results in a shared focus on improving service, Participant participation, and program results.

Support for Participants

To further reduce costs for Providers while promoting satisfaction, Keystone First CHC offers support with transportation issues and appointment scheduling for Participants. Providers may also refer Participants with health-related concerns to Keystone First CHC to address any questions they may have. This highly successful program reduces administrative costs for dentists and routinely sends satisfied, eligible Participants directly to Provider practice locations.

Consistent, transparent authorization determination logic

Keystone First CHC's trained Dental Program team use clinical algorithms, which can be customized to ensure a consistent approach for making Utilization Management (UM) determinations. These algorithms are available to Providers through a Provider Services website so dentists can follow the decision matrix and understand the logic behind UM decisions. In addition, Keystone First CHC fosters a sense of partnership by encouraging Providers to offer feedback about the algorithms. A consistent, well-understood approach to UM determinations promotes clarity and transparency for Providers, which in turn reduces Provider administrative costs.

Technology tools

Keystone First CHC takes advantage of technology tools to increase speed and efficiency and keep program administration and Provider participation costs as low as possible.

Provider Services website – <https://pwp.sciondental.com/PWP/Landing>

Keystone First CHC provides access to a website that contains the full complement of online Provider resources. The website features an online Provider inquiry tool for real-time eligibility,

Claims status and authorization status. In addition, the website provides helpful information such as required forms, Provider newsletter, Claim status, electronic remittance advice and electronic funds transfer information, updates, clinical guidelines, and other information to assist Providers in working with Keystone First CHC.

The website may be accessed at <https://pwp.sciondental.com/PWP/Landing>. The website allows Network Providers direct access to multiple online services. Utilization of the online services offered through the Provider website lowers program administration and participation costs for Providers.

To access the website, enter a valid user ID and password. Providers and authorized office staff can log in for secured access anytime from anywhere, and handle a variety of day-to-day tasks, including:

- Verify Participant eligibility
- Set up office appointment schedules, which can automatically verify eligibility and pre-populate Claim forms for online submission
- Submit Claims for services rendered by simply entering procedure codes and applicable tooth numbers, etc.
- Submit Prior Authorization requests, using interactive clinical algorithms when appropriate
- Check the status of submitted Claims and Prior Authorization requests
- Review Provider clinical profiling data relative to peers
- Download and print Provider Manuals and dental supplement
- Send electronic attachments, such as digital x-rays, EOBs, and treatment plans
- Check patient treatment history for specific services
- Upload and download documents using a secure encryption protocol

Feedback

At Keystone First CHC, feedback from both Participants and Providers is encouraged, logged, and acted upon when appropriate. To measure Provider and Participant satisfaction, and to gather valuable feedback for its quality improvement initiatives, Keystone First CHC makes surveys available from its websites and through telephone calls. In addition, to help foster a sense of teamwork and cooperation, Keystone First CHC invites feedback from Providers about its UM algorithms by direct communication with Keystone First CHC's Dental Director.

Provider Web Portal Registration & Introduction

The Keystone First CHC Web Portal allows us to maintain our commitment to help you keep your office costs low, access information efficiently, get paid quicker, submit Claims and Prior Authorization requests electronically along with the many other features listed here:

- Verify Participant eligibility and service history reports
- View PreClaim Estimate Reports
- Attach supporting documentation to Claims and authorizations
- Search for and view historical Claims and authorizations
- Create “provider billed amounts” lists for service codes
- Manage patient rosters and schedule appointments on the patient calendar
- Sign-up and manage payee EFT information
- Create and manage portal subaccounts for staff
- View remittances

To learn more about the features and functions of the Provider Portal, register for the portal or ask for a training webinar, please contact the Portal Support team at **1-855-434-9239**.



Participant Eligibility Verification Procedures and Services to Participants

Participant Identification Card

Keystone First CHC Participants are issued identification cards upon enrollment and when requested by the Participant.

Providers are responsible for verifying that Participants are eligible at the time services are rendered and to determine if Participants have other health insurance.

Keystone First CHC Eligibility Systems

Enrolled Network Providers may access Participant eligibility information through:

- The “Providers” section of Keystone First CHC’s website at <https://pwp.sciondental.com/PWP/Landing>
- Keystone First CHC’s Interactive Voice Response (IVR) system eligibility line at **1-877-408-0878**
- Keystone First CHC’s Participant Services Department at **1-855-332-0729; 1-855-235-4976 TTY**

The eligibility information received from any of the above sources will be the same information. However, by utilizing the IVR or the website, you can get information 24 hours a day, 7 days a week, without having to wait for an available Participant Service Representative.

Keystone First CHC’s Dental Provider website, <https://pwp.sciondental.com/PWP/Landing> allows enrolled Network Providers to verify a Participant’s eligibility as well as submit Claims. To access the eligibility information or submit Claims, simply log on to the website at <https://pwp.sciondental.com/PWP/Landing>

Once you have entered the website, you will then be able to log in using your password and ID. First time users will have to self-register by utilizing Keystone First CHC Payee ID, office name and office address. Please refer to your payment remittance or contact the Provider Web Portal team at **1-877-408-0878** for information regarding your Payee ID.

Once logged in, select “**eligibility look up**” and enter the applicable information for each Participant you are inquiring about. Verify the Participant’s eligibility by entering the Participant’s date of birth, the expected date of service and the Participant’s identification number or last name and first initial. You are able to check on an unlimited number of patients and can print off the summary of eligibility given by the system for your records.

Access to eligibility information via the IVR line

To access the IVR system, simply call **1-877-408-0878** for eligibility and service history. The IVR system will be able to answer all of your eligibility questions for as many Participants as you wish to check. Once you have completed your eligibility checks or history inquiries, you will have the option to transfer to a Customer Service Representative during normal business hours.

Callers will need to enter the appropriate Tax ID or NPI number, the Participant's recipient identification number, and date of birth. Specific directions for utilizing the IVR to check eligibility are listed below. After our system analyzes the information, the Participant's eligibility for coverage of dental services will be verified. If the system is unable to verify the Participant information you entered, you will be transferred to a customer service representative.

Directions for using Keystone First CHC's IVR system to verify eligibility:

- Call Keystone First CHC IVR system at **1-877-408-0878**.
- When prompted, enter your Provider NPI or Tax ID number.
- Follow the additional prompts and enter Participant Information using the ID number or SSN.
- When prompted, enter the Participant's ID, less any alpha characters that may be part of the ID, or the SSN.
- When prompted, enter the Participant's date of birth in MM/DD/YYYY format.
- Upon system verification of the Participant's eligibility, you will be prompted to verify the eligibility of another Participant, inquire about service history, or choose to speak to a customer service representative.

Please note that due to possible eligibility status changes, the information provided by either system does not guarantee payment. If you are having difficulty accessing either the IVR or website, please contact the Participant Service Department at **1-855-332-0729**. They will be able to assist you in utilizing either system.

Transportation Benefits for Certain Participants

Participants who need assistance with transportation should contact Keystone First CHC's Participant Service Department directly at **1-855-332-0729**. Keystone First CHC offers TTY service for hearing impaired Participants at **1-855-235-4979**

Covered Benefits

Dental Benefits

Please refer to the Dental Benefit Grid for procedure codes and eligibility criteria.

Participants do not need a referral from their PCP and can choose to receive dental care from any provider who is part of the dental network.

The following dental services are covered when Medically Necessary:

- Exams
- Radiographs
- Fillings
- Extractions
- Dentures Full and Partial *
- Dental Surgical Procedures; *
- General Anesthesia/IV or Non-IV Conscious Sedation *
- Periodontal services*
- Dental prophylaxis
- Endodontics*
- Crowns*

* Prior Authorization is required, and medical necessity must be demonstrated.

Missed Appointments

Enrolled Network Providers are not allowed to charge Participants for missed appointments. Please refer to Medical Assistance Bulletin 99-10-14 in the Appendix of the Keystone First CHC Provider Manual.

To decrease the number of missed appointments, the Plan suggests you can contact the Participant by phone, or postcard prior to the appointment to remind the individual of the time, and place of the appointment. If a Participant exceeds your office policy for missed appointments and you choose to discontinue seeing the Participant, please inform the Participant to contact Keystone First CHC at **1-855-332-0729** for a referral to a new dentist. Please refer to your Provider agreement with Keystone First CHC for your responsibilities in this regard.

Payment for Non-Covered Services

Network Providers shall hold Participants harmless for the payment of Non-Covered Services except as provided in this paragraph. Provider may bill a Participant for Non-Covered Services if the Provider obtains an agreement in writing from the Participant prior to rendering such service that indicates:

- The non-covered services to be provided;

- Keystone First CHC will not pay for or be liable for said services; and
- Participant will be financially liable for such services.

Please refer to the dental benefit grid for a complete list of covered benefits.

- Plan Authorization Requirements and Benefit Details Grid
 - For Participants 21 years of age or older; network providers may pursue an 1150 Administrative Waiver/Program Exception request to determine possible coverage for services not included on the Benefit Details Grid, or to exceed limits for items that are currently on the fee schedule if the limits are not based in statute or regulation.

Electronic Attachments

FastAttach™ - Keystone First CHC accepts dental radiographs electronically via FastAttach™ for authorization requests and Claims submissions. Keystone First CHC in conjunction with National Electronic Attachment, Inc. (NEA) allows Providers the opportunity to submit all Claims electronically, even those that require attachments. This program allows secure transmissions via the Internet lines for radiographs, periodontics charts, intraoral pictures, narratives, and EOBs. For more information, or to sign up for Fast Attach, go to <http://www.nea-fast.com> or call NEA at **1-800-782-5150**.

Prior Authorization, Retrospective Review, and Documentation Requirements

Procedures Requiring Prior Authorization

Keystone First CHC has specific dental utilization criteria as well as a Prior Authorization and Retrospective Review process to manage the utilization of services. Consequently, Keystone First CHC's operational focus is on assuring compliance with its dental utilization criteria.

Prior Authorizations will be honored for 180 days from the date they are issued. An approval does not guarantee payment. The Participant must be eligible for services at the time the services are provided. The Provider should verify eligibility at the time of service.

In order to timely process Prior Authorization requests, appropriate supporting documentation, and a fully populated and most recently approved Claim form must be submitted (paper or electronic). Lack of supporting documentation may result in denial of the authorization.

**Paper forms may be mailed to:
Keystone First CHC - Prior Authorizations
P.O.Box 2083
Milwaukee, WI 53201**

The basis for granting or denying approval shall be whether the item or service is Medically Necessary. Medically Necessary is defined as follows:

- A service or benefit is Medically Necessary if it is compensable under the Medical Assistance Program and if it meets any one of the following standards:
 - Will, or is reasonably expected to, prevent the onset of an illness, condition, or disability or;
 - Will, or is reasonably expected to, reduce or ameliorate the physical, mental, or developmental effects of an illness, condition, injury, or disability or;
 - Will assist the Member to achieve or maintain maximum functional capacity in performing daily activities, taking into account both the functional capacity of the Member and those functional capacities that are appropriate for Members of the same age

Determination of medical necessity for covered care and services, whether made on a Prior Authorization, Retrospective, or exception basis, must be documented in writing.

The determination is based on medical information provided by the Participant, the Participant's family/caretaker, and the PCP, as well as any other practitioners, programs, and/or agencies that have evaluated the Participant. All such determinations must be made by qualified and trained practitioners.

During the Prior Authorization process it may become necessary to have your patient clinically evaluated. If this is the case, you will be notified of a date and time for the evaluation examination. It is the responsibility of the Network Provider to ensure attendance at this appointment. Patient failure to keep an appointment will result in Denial of the Prior Authorization request.

Please refer to the Prior Authorization Requirements and Benefits Grid in this manual for a detailed list of services requiring Prior Authorization.

Prior authorization for SPU/ASC admission for dental services is not required when utilizing a Keystone First CHC participating facility. Please contact Keystone First CHC's Provider Services at **1-877-408- 0878** with any questions.

Retrospective Review

Services that would normally require a Prior Authorization, but are performed in an emergency situation, will be subject to a Retrospective Review. Claims for Retrospective Review should be submitted to the address utilized when submitting requests for Prior Authorization, accompanied by any required supporting documentation. Any Claims for Retrospective Review submitted without the required documents will be denied and must be resubmitted to obtain reimbursement.

To ease the administrative burden on offices, a listing of services which only requires retrospective review is provided in the section titled Clinical Criteria for Prior Authorization of Routine Treatment and Emergency Treatment. These same services may be prior authorized as well if preferred.

Claim Submission Procedures

Keystone First CHC receives dental Claims in three possible formats. These formats include:

- Electronic Claims via Keystone First CHC's website:
(<https://pwp.sciondental.com/PWP/Landing>)
- Electronic submission via clearinghouses
- Paper Claims

Electronic Claim Submission Utilizing Keystone First CHC's Website

Enrolled Network Providers may submit Claims directly to Keystone First CHC by utilizing the "Provider" section of our website. Submitting Claims via the website is very quick and easy and is at no additional cost to Providers!

It is especially easy if you have already accessed the site to check a Participant's eligibility prior to providing the service. To submit Claims via the website, simply log on to <https://pwp.sciondental.com/PWP/Landing>

If you have questions on submitting Claims or accessing the website, please contact our Systems Operations Department at **1-855-434-9239**.

Electronic Claim Submission via Clearinghouse

Dentists may submit their Claims to Keystone First CHC via a clearinghouse such as DentalXChange.

You can contact your software vendor and make certain that they have Keystone First CHC listed as a payer. Your software vendor will be able to provide you with any information you may need to ensure that submitted Claims are forwarded to Keystone First CHC.

Keystone First CHC's Payer ID is "SCION" DentalXChange will ensure that by utilizing this unique payer ID, Claims will be submitted successfully to Keystone First CHC.

For more information on DentalXChange, please refer to their website at **www.dentalxchange.com**.

Paper Claim Submission

Claims must be submitted on the most current ADA claims form or other forms approved in advance by Keystone First CHC. Please reference the ADA website for the most current Claim form and completion instructions. Forms are available through the American Dental Association at:

**American Dental Association
211 East Chicago Avenue
Chicago, IL 60611
1-800-947-4746**

Participant name, identification number, and date of birth must be listed on all Claims submitted. If the Participant identification number is missing or miscoded on the Claim form, the Participant cannot be identified. This could result in the Claim being returned to the submitting Provider office, causing a delay in payment.

The Provider and office location information must be clearly identified on the Claim. Frequently, if only the dentist signature is used for identification, the dentist's name cannot be clearly identified. To ensure proper Claim processing, the Claim form must include the following:

- Participant name
- Participant DOB
- Participant ID #
- Provider name
- Tax ID #
- NPI
- Payee location
- Treating location

The date of service must be provided on the Claim form for each service line submitted. Approved ADA dental codes as published in the Current Dental Terminology (CDT) book or as defined in this Manual must be used to define all services.

Providers must list all arches, quadrants, tooth numbers, and surfaces for dental codes that necessitate identification (i.e., fillings, scaling and root planning. Missing tooth and surface identification codes can result in the delay or denial of the Claim payment.

Affix the proper postage when mailing bulk documentation. Keystone First CHC does not accept postage due mail. This mail will be returned to the sender and will result in delay of payment.

- Claims should be mailed to the following address:

**Keystone First Community HealthChoices - Claims
P.O. Box 2187
Milwaukee, WI 53201**

- Claims that have been previously **paid** and need adjustment should be mailed to the following address:

**Keystone First Community HealthChoices
Claims Reprocessing and Adjustments Requests
P.O. Box 541
Milwaukee, WI 53201**

HEADER INFORMATION																																																																																																																																				
1. Type of Transaction: Mark all applicable boxes <input type="checkbox"/> Statement of Actual Services <input type="checkbox"/> Request for Predetermination/Predetermination																																																																																																																																				
2. Predetermination/Predetermination Number																																																																																																																																				
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3. Company/Plan Name, Address, City, State, Zip Code																																																																																																																																				
OTHER COVERAGE (Mark applicable box and complete items 4-11. If none, leave blank.)																																																																																																																																				
4. Dental? <input type="checkbox"/> Medical? <input type="checkbox"/> (If both, complete 5-11 for dental only.)																																																																																																																																				
5. Name of Policyholder/Subscriber in #2 (Last, First, Middle Initial, Suffix)																																																																																																																																				
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7. Gender <input type="checkbox"/> M <input type="checkbox"/> F 8. Policyholder/Subscriber ID (Assigned by Plan)																																																																																																																																				
9. Plan Group Number 10. Patient's Relationship to Person named in #5 <input type="checkbox"/> Self <input type="checkbox"/> Spouse <input type="checkbox"/> Dependent <input type="checkbox"/> Other																																																																																																																																				
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32. Missing Teeth Information (Place an "X" or check box in missing tooth) 34. Diagnosis Code Last Quarter: <input type="checkbox"/> (ICD-10 = AD) 31a. Other Fee(s)																																																																																																																																				
35. Missing Teeth Information (Place an "X" or check box in missing tooth) 36. Diagnosis Code(s): A _____ C _____ 32. Total Fee																																																																																																																																				
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36. I have been informed of the treatment plan and associated fees. I agree to be responsible for all charges for dental services and materials not paid by my dental benefit plan, unless prohibited by law, or the treating dentist or dental service has a contractual agreement with my plan prohibiting us or a portion of such charges. To the extent permitted by law, I consent to your use and disclosure of my protected health information to carry out payment activities in connection with this claim.																																																																																																																																				
X Patient/Guardian Signature _____ Date _____																																																																																																																																				
37. I hereby authorize and direct payment of the dental benefits otherwise payable to me, directly to the below named dentist or dental clinic.																																																																																																																																				
X Subscriber Signature _____ Date _____																																																																																																																																				
BILLING DENTIST OR DENTAL ENTITY (Leave blank if dentist or dental entity is not submitting claim on behalf of the patient or insured/subscriber.)																																																																																																																																				
46. Name, Address, City, State, Zip Code																																																																																																																																				
45. NPI _____ 50. License Number _____ 51. DCR or PIN _____																																																																																																																																				
47. Phone Number () - _____ 48. Address/Provider ID _____																																																																																																																																				
ANCILLARY CLAIM/TREATMENT INFORMATION																																																																																																																																				
38. PLACE OF TREATMENT (e.g. Hospital, Outpatient) 39. Insurance (Y or N) <input type="checkbox"/>																																																																																																																																				
40. IS TREATMENT FOR ORTHODONTICS? <input type="checkbox"/> NO (ICD-10-K14.2) <input type="checkbox"/> YES (ICD-10-K14.2) 41. Date Appointment Placed (MM/DD/YYYY)																																																																																																																																				
42. Months of Treatment 43. Replacement of Prosthesis 44. Date of Prior Placement (MM/DD/YYYY)																																																																																																																																				
45. Treatment Resulting From <input type="checkbox"/> OCCASIONAL ILLNESS/INJURY <input type="checkbox"/> AUTO ACCIDENT <input type="checkbox"/> OTHER ACCIDENT																																																																																																																																				
46. Date of Accident (MM/DD/YYYY) 47. Auto Accident Date																																																																																																																																				
TREATING DENTIST AND TREATMENT LOCATION INFORMATION																																																																																																																																				
52. I hereby certify that the procedures as indicated by date are in progress (for procedures that require multiple visits) or have been completed.																																																																																																																																				
X Signed (Treating Dentist) _____ Date _____																																																																																																																																				
54. NPI _____ 55. License Number _____																																																																																																																																				
56. Address, City, State, Zip Code 57. Provider Specialty Code _____																																																																																																																																				
58. Phone Number () - _____ 59. Address/Provider ID _____																																																																																																																																				

To reorder call 800.247.4744
 or go online at ADA.org

ADA American Dental Association®

America's leading advocate for oral health

The following information highlights certain form completion instructions. Comprehensive ADA Dental Claim Form completion instructions are posted on the ADA's web site (<https://www.ADA.org/en/publications/cdl/ada-dental-claim-form>).

GENERAL INSTRUCTIONS

- The form is designed so that the name and address (Item 3) of the third-party payer receiving the claim (insurance company/dental benefit plan) is visible in a standard #9 window envelope (window to the left). Please fold the form using the "fold-marks" printed in the margin.
- Complete all items unless noted otherwise on the form or in the instructions posted on the ADA's web site (ADA.org).
- Enter the full name of an individual or a full business name, address and zip code when a name and address field is required.
- All dates must include the four-digit year.
- If the number of procedures reported exceeds the number of lines available on one claim form, list the remaining procedures on a separate, fully completed claim form.
- GENDER Codes (Items 7, 14 and 22) – M = Male; F = Female; U = Unknown

COORDINATION OF BENEFITS (COB)

When a claim is being submitted to the secondary payer, complete the entire form and attach the Primary Payer's Explanation of Benefits (EOB) showing the amount paid by the primary payer. You may also note the primary carrier paid amount in the "Remarks" field (Item 35).

DIAGNOSIS CODING

The form supports reporting up to four diagnosis codes per dental procedure. This information is required when the diagnosis may affect claim adjudication when specific dental procedures may minimize the risks associated with the connection between the patient's oral and systemic health conditions. Diagnosis codes are linked to procedures using the following fields:

- Item 29a – Diagnosis Code Pointer ("A" through "D" as applicable to Item 34a)
- Item 34 – Diagnosis Code List Qualifier (AB for ICD-10-CM)
- Item 34a – Diagnosis Code(s) / A, B, C, D (up to four, with the number adjacent to the letter "A")

PLACE OF TREATMENT

Enter the 2-digit Place of Service Code for Professional Claims, a HCFA standard maintained by the Centers for Medicare and Medicaid Services. Frequently used codes are:

- 11 = Office; 12 = Home; 21 = Inpatient Hospital; 22 = Outpatient Hospital; 31 = Skilled Nursing Facility; 32 = Nursing Facility

The full list is available online at:

<https://www.cms.gov/Medicare/Medicare-Fee-for-Service-Payment/PhysicianFeeSched/Downloads/Website-POS-database.pdf>

PROVIDER SPECIALTY

This code is entered in Item 55a and indicates the type of dental professional who delivered the treatment. The general code listed as "Dentist" may be used instead of any of the other codes.

Category / Description Code	Code
Dentist A dentist is a person qualified by a doctorate in dental surgery (D.D.S.) or dental medicine (D.M.D.) licensed by the state to practice dentistry, and practicing within the scope of that license.	122900000X
General Practice	122300001X
Dental Specialty (see following list)	Various
Dental Public Health	122300001X
Endodontics	122380200X
Orthodontics	1223X0400X
Pediatric Dentistry	1223P0221X
Periodontics	1223P0300X
Prosthodontics	1223P0700X
Oral & Maxillofacial Pathology	1223P0100X
Oral & Maxillofacial Radiology	122300008X
Oral & Maxillofacial Surgery	1223S0112X

Provider taxonomy codes listed above are a subset of the full code set that is posted at:

<http://www.vpc-edi.com/reference/codelist/healthcare/health-care-provider-taxonomy-code-set/>

Timely Filing Limits

The Provider understands that failure to submit Claims or (and any required documentation) within 180 days from the date of service may result in loss of reimbursement for services provided.

Claims with Explanation of Benefits (EOBs) from primary insurers must be submitted within 60 days of the date of the primary insurer's EOB. Providers must submit a copy of the primary insurer's EOB. Keystone First CHC determines whether a Claim has been filed timely by comparing the date of service to the receipt date applied to the Claim when the Claim is received. If the span between these two dates exceeds the time limitation, the Claim is considered to have not been filed timely.

Coordination of Benefits (COB)

When Keystone First CHC is the secondary insurance carrier, a copy of the primary carrier's (EOB) must be submitted with the Claim. For electronic Claim submissions, the payment made by the primary carrier must be indicated in the appropriate COB field. When a primary carrier's payment meets or exceeds the Provider's contracted rate or fee with the Plan schedule, Keystone First CHC will consider the Claim paid in full. The Participant may not be billed for any outstanding balance.

Third-Party Liability and Coordination of Benefits

Third-Party Liability (TPL) is when the financial responsibility for all or part of a Participant's health care expenses rests with an individual entity or program (e.g., Medicare, commercial insurance) other than Keystone First CHC. COB (Coordination of Benefits) is a process that establishes the order of payment when an individual is covered by more than one insurance carrier. A Medicaid HMO, such as Keystone First CHC, is always the **payer of last resort**. This means that Claims must be submitted and processed by all other insurance carriers (the "Primary Insurers") before a Claim is submitted to Keystone First CHC. Health Care Providers are required to bill the Primary Insurer first and obtain an Explanation of Benefits (EOB) statement from the Primary Insurer. Health Care Providers then may bill Keystone First CHC for the Claim by submitting the Claim along with a copy of the Primary Insurer's EOB. See timeframes for submitting Claims with EOBs from a Primary Insurer in the timely filing limits section above.

Reimbursement for Participants with Third-Party Resources

Medicare as a Third-Party Resource

For Medicare services that are covered by Keystone First CHC, Keystone First CHC will pay, up to the Keystone First CHC contracted rate, the lesser of:

- The difference between Keystone First CHC contracted rate and the amount paid by Medicare, or
- The amount of the applicable coinsurance, deductible and/or co-payment

In any event, the total combined payment made by Medicare and Keystone First CHC will not exceed the Keystone First CHC contracted rate.

If the Participant and provider participate in both Keystone First VIP Care and Keystone First Community HealthChoices, claims for dental services will be automatically sent to the secondary payer Keystone First Community HealthChoices for Claim processing.

Keystone First CHC's referral and authorization requirements are applicable if the services are covered by Medicare.

Orthodontic Continuation of Care

The process for the continuation of orthodontic coverage can be found at www.keystonefirstchc.com → For Provider->Resources → Dental. Please reach out to your Keystone First Dental Account Executive for questions regarding this process.

Commercial Third-Party Resources

For services that have been rendered by a Network Provider, Keystone First CHC will pay, up to Keystone First CHC contracted rate, the lesser of:

- The difference between Keystone First CHC contracted rate and the amount paid by the Primary Insurer, or
- The amount of the applicable coinsurance, deductible and/or copayment

In any event, the total combined payment made by the Primary Insurer and Keystone First CHC will not exceed Keystone First CHC's contracted rate.

Health Care Providers must comply with all applicable Plan referral and authorization requirements.

Receipt and Audit of Claims

In order to ensure timely, accurate remittances to each dentist, Keystone First CHC performs an edit of all Claims upon receipt. This edit validates Participant eligibility, procedure codes, and Provider identifying information. A Dental Reimbursement Analyst dedicated to Keystone First CHC dental offices analyzes any Claim conditions that would result in non- payment. When potential problems are identified, your office may be contacted and asked to assist in resolving this problem. Please feel free to contact Keystone First CHC's Provider Services Department at **1- 877-408-0878** with any questions you may have regarding Claim submission or your remittance.

Each Enrolled Network Provider office receives an "Explanation of Benefit" report with their remittance. This report includes Participant information and an allowable fee by date of service for each service rendered during the period.

Dentist Appeal Procedures

Providers have the opportunity to request resolution of Disputes or Formal Provider Appeals that have been submitted to the appropriate internal Keystone First CHC department. Providers may appeal a Keystone First CHC reimbursement decision by submitting an appeal in writing, along with any necessary additional documentation within 60 days of the date of the explanation of benefit indicating Claim denial:

Keystone First Community HealthChoices - Appeals
P.O.Box 1383
Milwaukee, WI 53201

Refer to the Provider Manual section on "Provider Dispute/Appeal Procedures" for complete and detailed information.

Health Insurance Portability and Accountability Act (HIPAA) and Fraud, Waste & Abuse

As a healthcare Provider, you are a “Covered Entity” under HIPAA, and you are therefore required to comply with the applicable provisions of HIPAA and its implementing regulations.

In regard to the Administrative Simplification Standards, you will note that the benefit tables included in this Dental Provider Manual reflect the most current coding standards recognized by the ADA. Effective the date of this manual, Keystone First CHC will require Providers to submit all Claims with the proper CDT codes listed in this manual. In addition, all paper Claims must be submitted on a current approved ADA Claim form.

Note: Copies of Keystone First CHC’s HIPAA policies are available upon request by contacting Keystone First CHC’s Provider Service Department at **1-877-408-0878**.

For complete detailed information regarding Keystone First CHC’s HIPAA policies, refer to the “Compliance with the HIPAA Privacy Regulations” section in the Provider Manual.

Fraud, Waste & Abuse

Under the Community HealthChoices program, Keystone First CHC receives state and federal funding for payment of services provided to our Participants. In accepting Claims payment from Keystone First CHC, Health Care Providers are receiving state and federal program funds and are therefore subject to all applicable federal and/or state laws and regulations relating to this program. Violations of these laws and regulations may be considered Fraud, Waste or Abuse against the Medical Assistance program. See the Medical Assistance Manual, Chapter 1101 or go to www.pacode.com/secure/data/055/partIII/toc.html for more information regarding Fraud, Waste or abuse, including “Provider Prohibited Acts” that are specified in §1101.75. Providers are responsible to know and abide by all applicable state and federal regulations.

We are dedicated to eradicating Fraud, Waste and Abuse from our programs and cooperate in Fraud, Waste and Abuse investigations conducted by state and/or federal agencies, including the Medicaid Fraud Control Unit of the Pennsylvania Attorney General's Office, the Federal Bureau of Investigation, the Drug Enforcement Administration, the U.S. Department of Health and Human Services (HHS) Office of Inspector General, as well as the Bureau of Program Integrity of the Pennsylvania Department of Human Services (DHS). As part of our responsibilities, the Payment Integrity department is responsible for identifying and recovering Claims overpayments. The department performs several operational activities to detect and prevent fraudulent, wasteful and/or abusive activities. We expect our dental partners to share this same commitment and conduct their businesses similarly, and report suspected noncompliance, Fraud, Waste or Abuse.

Examples of fraudulent/wasteful/abusive activities:

- Billing for services not rendered or not Medically Necessary
- Submitting false information to obtain authorization to furnish services or items to Medicaid

- recipients
- Prescribing items or referring services which are not Medically Necessary
- Misrepresenting the services rendered
- Submitting a Claim for provider services on behalf of an individual that is unlicensed, or has been excluded from participation in the Medicare and Medicaid programs
- Retaining Medicaid funds that were improperly paid
- Billing Medicaid recipients for covered services
- Failure to perform services required under a capitated contractual arrangement

Reporting and Preventing Fraud, Waste and Abuse

If you, or any entity with which you contract to provide health care services on behalf of Keystone First CHC, become concerned about or identifies potential fraud, waste, or abuse, please contact us by:

- Calling the toll-free Fraud Waste and Abuse Hotline at **1-866-833-9718**;
- E-mailing to FraudTip@keystonefirstpa.com; or,
- Mailing a written statement to Special Investigations Unit:
Keystone First Community HealthChoices
3875 West Chester Pike
Newtown Square, PA 19073

Below are examples of information that will assist us with an investigation:

- Contact Information (e.g., name of individual making the allegation, address, telephone number);
- Name and Identification Number of the Suspected Individual;
- Source of the Complaint (including the type of item or service involved in the allegation);
- Approximate Dollars Involved (if known);
- Place of Service;
- Description of the Alleged Fraudulent, Wasteful or Abuse Activities;
- Timeframe of the Allegation(s).

Providers may also report suspected Fraud, Waste, and Abuse to:

Keystone First Community HealthChoices Fraud, Waste and Abuse Hotline	Mail
1-866-833-9718	Corporate and Financial Investigations Keystone First Community HealthChoices 3875 West Chester Pike Newtown Square, PA 19073

OR

Contact The Pennsylvania Department of Human Services through one of the following methods:

Phone:	1-844-DHS-TIPS or 1-844-347-8477
Online:	https://www.dhs.pa.gov/about/Fraud-And-Abuse/Pages/MA-Fraud-and-Abuse---General-Information.aspx
Email:	omaptips@state.pa.us
Fax:	1-717-772-4655, Attn: OMAP Provider
Mail:	Department of Human Services Office of Administration Bureau of Program Integrity P.O. Box 2675 Harrisburg, PA 17105-2675

Credentialing

Any Doctor of Dental Surgery (DDS) or Doctor of Dental Medicine (DMD) who is interested in participation with Keystone First CHC is invited to apply by submitting a credentialing application form for review by Keystone First CHC Credentialing Committee.

Providers who seek participation in Keystone First CHC Provider Network must be credentialed prior to participation in the network.

Keystone First CHC maintains and adheres to all applicable State and federal laws and regulations, Pennsylvania Department of Human Services requirements, and accreditation requirements governing credentialing and re-credentialing functions. All applications reviewed by Keystone First CHC must satisfy these requirements, as they apply to dental services, in order to be admitted in the Keystone First CHC Provider Network.

The process to be credentialed as a Keystone First CHC Network Provider is fast and easy. Keystone First CHC has entered into an agreement with the Council for Affordable Quality Healthcare (CAQH) to offer our Providers the Universal Provider Data repository that simplifies and streamlines the data collection process for credentialing and re-credentialing. Through CAQH, you provide credentialing information to a single repository, via a secure Internet site, to fulfill the credentialing requirements of all health plans that participate with CAQH. Keystone First CHC's goal is to have all of its Network Providers enrolled with CAQH. There is no charge to Providers to submit applications and participate in CAQH. Please access the credentialing page on <https://pwp.sciondental.com/PWP/Landing> and follow the instructions to begin the application process for participation in Keystone First CHC's Provider Network.

Refer to Keystone First CHC Provider Manual section on Credentialing and Re-credentialing Requirements for complete and detailed information.

Medical Recordkeeping

Keystone First CHC adheres to medical record requirements that are consistent with national standards on documentation and applicable laws and regulations. Likewise, Keystone First CHC expects that every office will provide quality dental services in a cost-effective manner in keeping with the standards of care in the community and dental profession nationwide.

Keystone First CHC's expectation is that every Network Provider will submit Claims for services in an accurate and ethical fashion reflecting the appropriate level and scope of services performed, and that Network Providers are compliant with these requirements.

Keystone First CHC will periodically conduct random chart audits in order to determine Network Providers' compliance with these conditions and expectation, as a component of Keystone First CHC's Quality Management Program. Network Providers are expected to supply, upon request, complete copies of Participant dental records. The records are reviewed by Keystone First CHC's Dental Director, or his/her designee, such as a Registered Dental Hygienist, to determine the rate of compliance with medical recordkeeping requirements as well as the accuracy of the dental Claims submitted for payment. All dental services performed must be recorded in the patient record, which must be made available as required by your Participating Provider Agreement.

The first part of the audit will consist of the charts being reviewed for compliance with the stated record keeping requirements, utilizing a standardized audit tool. The charts are reviewed, and a composite score is determined. Offices with scores above 90% are considered as passing the audit but a letter is sent to them so that they are aware of the areas that need improvement; offices that receive a score of 95% or greater are exempt from the audit the following year. Offices with scores less than 90% will have a corrective action letter sent and are re-reviewed for compliance within the next 120 days. Offices that do not cooperate with improving their scores are subject to disciplinary action in accordance with Keystone First CHC's Provider Sanctioning Policy.

The second portion of the audit consists of a billing reconciliation whereby the patient treatment notes and diagnostics are compared to the actual Claims submitted for payment by each dental office. The records are analyzed to determine if the patient record documents the performance of all the dental services that have been submitted for payment. Payment of any services not documented/diagnostics not present are recouped, and the records may be subject to additional review and follow-up by Keystone First CHC's Special Investigations Unit.

Results of both parts of the audit are entered into a tracking data base at Keystone First CHC and then reported back to each office in a summary of finding format.

Keystone First CHC recognizes tooth letters "A" through "T" for primary teeth and tooth numbers "1" to "32" for permanent teeth. Supernumerary teeth should be designated by using codes AS through TS for primary teeth or 51 through 82 for permanent teeth.

Designation of the tooth can be determined by using the nearest erupted tooth. If the tooth closest to the supernumerary tooth is # 1 then the supernumerary tooth should be charted as #51, likewise if the nearest tooth is "A" the supernumerary tooth should be charted as "AS". These procedure codes must be referenced in the patient's file for record retention and review. Patient records must be kept for a minimum of 10 years after the end of the termination of State or Client contract..

Refer to the Quality Management, Credentialing and Utilization Management Section of the Provider Manual for more information.

Important Notice for Submitting Paper Authorizations and Claims

All Claims need to be submitted on a current approved ADA form.

All other forms will not be accepted and will result in a rejection of the Claim or Prior Authorization request. Additionally, when making a correction to a previously submitted and paid Claim, please send it clearly marked to:

Keystone First Community HealthChoices - Corrected Claims

P.O. Box 541

Milwaukee, WI 53201

Please contact Provider Services at **1-877-408-0878** if you have questions. If you are in need of the current forms, please visit the ADA website at www.ada.org for ordering information.

Corrected Claim Submission Guidelines

When Should I Submit a Corrected Claim?

A corrected claim should ONLY be submitted when an original claim or service was PAID based upon incorrect information.

A Corrected Claim must be submitted in order for the original paid claim to be adjusted with the correct information. As part of this process, the original claim will be recouped, and a new claim will be processed in its place with any necessary changes.

On the other hand, if a claim or service was originally denied due to incorrect or missing information, or was not previously processed for payment, DO NOT submit a corrected claim. Denied services have no impact on Participant tooth history or service accumulators, and, as such, do not require reprocessing.

What scenarios are subject to the Corrected Claim Process?

A corrected claim should only be submitted if the original service(s) was PAID based on incorrect information. Some examples of correction(s) that need to be made to a prior PAID claim are:

- Incorrect Provider NPI or location
- Payee Tax ID
- Incorrect Member
- Procedure codes
- Services originally billed and paid at incorrect fees (including no fees)
- Services originally billed and paid without primary insurance

How do I submit a Corrected Claim?

All corrected claims must be submitted on paper to the corrected claims PO Box for proper processing and include the following:

- Current version of the ADA form and all required information.
- The ADA form must be clearly noted “Corrected Claim”
- In the remarks field (Box 35) on the ADA form indicate the original paid encounter number and record all corrections you are requesting to be made.
 - *NOTE: If all information does not fit in Box 35, please attach an outline of corrections to the claim form.*
- Submit to:

Keystone First Community HealthChoices - Corrected Claims
PO Box 541
Milwaukee, WI 53201

What scenarios ARE NOT subject to the corrected claim process?

A corrected claim should not be submitted if the original claim or service(s) which are the subject of the correction were denied or were not previously submitted.

Some examples of items that are not considered claim corrections are:

- Any request to “Reprocess” a claim with no changes being made. This includes requests to reprocess a claim based on an expired existing authorization.
- Any changes being made to a claim or service that denied for any reason such as missing tooth, quad, or arch information, incorrect code, age-inappropriate code being billed, missing primary EOB, incorrect provider, etc.
- Any request to recoup a denied service. You DO NOT need to recoup a denied service as denied services are invalid and have no impact on Participant service/tooth history or accumulators.

If you received a claim or service denial due to missing/incomplete/incorrect information or you have since obtained authorization for services, please submit a new claim with the updated information per your normal claim submission channels. Timely filing limitations apply when a denied claim is being resubmitted with additional information for processing.

If you received a claim or service denial which you do not agree with, including denials for no authorization, please refer to your Provider Manual for the proper method for submitting an appeal or reprocess request.

What happens if I submit a Corrected Claim to the wrong PO Box or don't include the required documentation?

Following the above guidelines will allow you to receive payment as expediently as possible. Failure to follow these guidelines may result in unnecessary delay and/or rejection of your submission.

Please contact Provider Services at: **1-877-408-0878** if you have questions. If you are in need of the current forms, please visit the ADA website at www.ada.org for ordering information

Claims /Prior Authorizations with missing or invalid information may be rejected and returned to the Provider. Prior Authorization requests must include the following:

- Participant name
- Participant DOB
- Participant ID #
- Provider name
- Tax ID #
- NPI
- Payee location
- Treating location

Prior Authorizations with missing or invalid information may be rejected and returned to the Provider.

All radiographs including digital prints, duplicates, and originals will not be returned to the dentist unless a self- addressed stamped envelope is included with the Claim/Prior Authorization submission.

Prior Authorizations should be mailed to the following address:

Keystone First Community HealthChoices – Prior Authorizations
P.O. Box 2083
Milwaukee, WI 53201

Clinical Criteria for Prior Authorization of Routine and Emergency Treatment

A number of procedures require prior authorization before initiating treatment. When prior authorizing these procedures, please note the documentation requirements when sending in the information to Keystone First CHC.

The criteria used by dental reviewers for determination are listed below. Treatment may be provided if a procedure needs to be initiated under an emergency condition to relieve a patient's pain and suffering; you may provide treatment to alleviate the patient's condition. However, to receive reimbursement for the treatment, Keystone First CHC will require the same documentation to be provided (with the Claim for payment) and the same criteria to be met in order to receive payment for the treatment.

The Dental Benefit Limit Exception process does not apply to Community HealthChoices Participants.

Keystone First CHC will accept requests for Community HealthChoices Participants through the Program Exception Process (1150 Administrative Waiver Process) to exceed limits for items that are currently on the fee schedule if the limits are not based in statute or regulation and for items or services which are included in the Participant's benefit package but are not currently listed on the Medical Assistance (MA) program fee schedule.

Crowns (D2710, D2721, D2740, D2751, D2752, D2791) – Prior Authorization

Required documentation – Periapical radiograph showing the root and crown of the natural tooth.
Non- abutment teeth: Current periapical radiographs of the tooth/teeth to be crowned. Abutment teeth: Current periapical radiographs of the tooth/teeth and panoramic or full mouth are needed for evaluation.

All criteria below must be met:

- Tooth to be crowned must have an opposing tooth in occlusion or be an abutment tooth for a partial denture
- Minimum 50% bone support
- The patient must be free of active / advanced periodontal disease
- No subosseous and / or furcation carious involvement
- No periodontal furcation lesion or a furcation involvement
- Clinically acceptable RCT if present and all the criteria below must be met:
 1. The tooth is filled within two millimeters of the radiographic apex
 2. The root canal is not filled beyond the radiographic apex
 3. The root canal filling is adequately condensed and/or filled
 4. Healthy periapical tissue (healing PARL or no PARL)

- And 1 of the criteria below must be met:
 1. Anterior teeth must have pathological destruction to the tooth by caries or trauma, and involve four (4) or more surfaces and at least 50% of the incisal edge
 2. Premolar teeth must have pathological destruction to the tooth by caries or trauma, and must involve three (3) or more surfaces and at least one (1) cusp
 3. Molar teeth must have pathological destruction to the tooth by caries or trauma, and must involve four (4) or more surfaces and two (2) or more cusps

Posts and cores (D2952, D2954) – Prior Authorization

Required documentation – Periapical radiograph showing the root and crown of the natural tooth.

All criteria below must be met:

- Minimum 50% bone support
- The patient must be free of active / advanced periodontal disease
- No subosseous and / or furcation carious involvement
- No periodontal furcation lesion or a furcation involvement
- Clinically acceptable RCT if present and all the criteria below must be met:
 1. The tooth is filled within two millimeters of the radiographic apex
 2. The root canal is not filled beyond the radiographic apex
 3. The root canal filling is adequately condensed and/or filled
 4. Healthy periapical tissue (healing PARL or no PARL)

Root canal therapy (D3310, D3320, D3330) – Prior Authorization

Required documentation – Periapical x-ray showing the crown and entire root of the tooth.

All criteria below must be met:

- Minimum 50% bone support
- The patient must be free of active / advanced periodontal disease
- No subosseous and / or furcation carious involvement
- No periodontal furcation lesion and / or a furcation involvement
- Closed apex
- Tooth must be crucial to arch/occlusion
- And 1 of the criteria below must be met if absence of decay or large restoration on the x-ray:
 1. Evidence of apical pathology/fistula
 2. Narrative describing symptoms of irreversible pulpitis

Apicoectomy / Periradicular services (D3410, D3421, D3425, D3426) – Prior Authorization

Required documentation – pre-operative radiographs of adjacent and opposing teeth.

All criteria below must be met:

- Minimum 50% bone support
- History of RCT
- Apical pathology
- The patient must be free of active / advanced periodontal disease
- No periodontal furcation lesion and / or furcation involvement

Surgical Repair of Root Resorption (D3471, D3472, D3473) – Prior Authorization

Required documentation – pre-operative radiographs of adjacent and opposing teeth.

All criteria below must be met:

- Minimum 50% bone support
- History of RCT
- Apical pathology
- The patient must be free of active / advanced periodontal disease
- No periodontal furcation lesion and / or furcation involvement

Surgical exposure of root surface without apicoectomy (D3501, D3502, D3503) – Prior Authorization

Required documentation – pre-operative radiographs of adjacent and opposing teeth.

All criteria below must be met:

- History of pain or discomfort which could not be diagnosed from clinical evaluation or radiographic images
- Minimum 50% bone support
- The patient must be free of active/advanced periodontal disease
- No periodontal furcation lesion and/or furcation involvement Tooth must be crucial to arch/occlusion

Decoronation or submergence of an erupted tooth (D3921) – Prior Authorization

Required documentation – post operative radiographs (excluding bitewings), narrative of medical necessity inclusive of restorative treatment plan for arch(es) of adjacent and opposing teeth.

All criteria must be met:

- Clinically acceptable root canal therapy
- The patient must be free of active/advanced periodontal disease
- No periodontal furcation lesion and/or furcation involvement

Gingivectomy or Gingivoplasty (D4210) – Prior Authorization

Limited to no more than four different quadrant reimbursements within a 24-month period.

Required documentation – pre-operative radiographs, perio charting, narrative of medical necessity, photo (optional) 1 of the criteria below must be met:

- Hyperplasia or hypertrophy from drug therapy, hormonal disturbances, or congenital defects
- Generalized 5 mm or more pocketing indicated on the perio charting

Periodontal scaling and root planing (D4341 and D4342) – Prior Authorization

Required documentation – periodontal charting and current diagnostic radiographs of the quadrant(s) to be treated.

All criteria below must be met:

- 5 mm or more pocketing on 2 or more teeth indicated on the involved teeth
- Presence of root surface calculus and/or noticeable loss of bone support on x-rays

Full mouth debridement (D4355) – Prior Authorization

Required documentation – pre-op radiographs.

All criteria below must be met:

- No history of periodontal treatment in past 12 months
- Extensive coronal calculus on 50% of teeth

Full dentures (D5110, D5120) – Prior Authorization

Required documentation – Complete series of radiograph images (D0210) or panoramic radiographic image (D0330).

The criteria below must be met:

- Remaining teeth do not have adequate bone support or are not restorable

Immediate dentures (D5130, D5140) – Prior Authorization

Required documentation – Complete series of radiograph images (D0210) panoramic radiograph image (D0330) .

The criteria below must be met:

- Remaining teeth do not have adequate bone support or are not restorable

Removable partial dentures (D5211, D5212, D5213, D5214) – Prior Authorization

Required documentation –Complete series of radiographic images (D0210) or panoramic radiographic image (D0330).

All criteria below must be met:

- Remaining teeth have greater than 50% bone support and are restorable

In addition, 1 of the criteria below must be met:

- Replacing one or more anterior teeth
- Replacing three or more posterior teeth (excluding 3rd molars)

Impacted teeth –(D7220, D7230, D7240) – Prior Authorization

Documentation required – Pre-operative radiographs (excluding bitewings) and narrative of medical necessity.

- Documentation describes pain, swelling, etc. around tooth (symptomatic)
- X-rays matches type of impaction code described
- Documentation of clinical evidence indicating impaction, although asymptomatic may not be disease free

Surgical removal of residual tooth roots (D7250) – Prior Authorization

Documentation required – Pre-operative radiographs (excluding bitewings) and narrative of medical necessity.

All criteria below must be met:

- Tooth root is completely covered by bony tissue on x-ray
- Documentation describes pain, swelling, etc. around tooth (must be symptomatic)

Oroantral fistula closure (D7260) – Retrospective Review

Documentation required – Narrative of medical necessity.

All criteria below must be met:

- Narrative must substantiate need due to extraction, oral infection, or sinus infection

Tooth reimplantation and / or stabilization (D7270) – Retrospective Review

Documentation required – Narrative of medical necessity.

All criteria below must be met:

- Documentation describes an accident such as playground fall or bicycle injury

- Documentation describes which teeth were avulsed or loosened and treatment necessary to stabilize them through reimplantation and/or stabilization

Surgical access of an unerupted tooth (D7280) – Prior Authorization

Documentation required – Pre-operative radiographs and narrative of medical necessity.

The criteria below must be met:

- Documentation supports impacted/unerupted tooth.

Placement of device to facilitate eruption (D7283) – Prior Authorization

Documentation required – Narrative of medical necessity.

All criteria below must be met:

- Documentation describes condition preventing normal eruption.
- Documentation describes device type and need for placement of device.

Alveoloplasty without extractions (D7320) – Prior Authorization

Documentation required – Pre-operative radiographs (excluding bitewings) and narrative of medical necessity.

The criteria below must be met:

- Documentation supports medical necessity for fabrication of a prosthesis

Excision of lesion / tumor (D7450, D7451, D7460, D7461) – Retrospective Review

Documentation required – Copy of pathology report.

Criteria below must be met:

- Copy of pathology report indicating lesion / tumor

Incision / drain abscess (D7510, D7511, D7520, D7521) – Retrospective Review

Documentation required – Narrative of medical necessity, radiographs or photos.

All criteria below must be met:

For Intraoral incision:

- Documentation describes non-vital tooth or foreign body

For Extraoral incision:

- Documentation describes periapical or periodontal abscess

Reduction and dislocation and management of TMJ dysfunctions (D7871) – Retrospective Review

Documentation required – Narrative of medical necessity, radiographs, or photos.

All criteria below must be met:

- Documentation describes nature and etiology of TMJ dysfunction
- Documentation describes treatment to manage the TMJ condition

Frenectomy Lingual (D7962) – Prior Authorization

Documentation required – Narrative of medical necessity, radiographs, or photos.

The criteria below must be met:

- Documentation describes tongue tied, diastema or tissue pull condition

Excision of hyperplastic tissue (D7970) – Prior Authorization

Documentation required – Pre-operative radiographs narrative of medical necessity, photos optional.

The criteria below must be met:

- Documentation describes medical necessity due to ill-fitting denture

Unspecified oral surgery procedure (D7999) – Prior Authorization

Documentation required – Narrative of medical necessity, name, license number and tax ID of Assistant surgeon.

All criteria below must be met:

- Documentation describes medical necessity need for Assistant surgeon
- Name / license number of Assistant surgeon is provided

General anesthesia / IV sedation (Dental Office Setting) – (D9222, D9223, D9239, D9243) – Retrospective Review

Documentation required – Narrative of medical necessity, anesthesia log (retrospective review).

1 of the criteria below must be met:

- Extractions of impacted or unerupted cuspids or wisdom teeth or surgical exposure of unerupted cuspids

- 2 or more extractions in 2 or more quadrants
- 4 or more extractions in 1 quadrant
- Excision of lesions greater than 1.25 cm
- Surgical recovery from the maxillary antrum
- Documentation of failed local anesthesia
- Documentation of situational anxiety
- Documentation and narrative of medical necessity supported by submitted medical records (cardiac, cerebral palsy, epilepsy, MR, or other condition that would render patient noncompliant)

Documentation of existing clinical condition or circumstance making the use of general anesthesia/IV sedation a reasonable inclusion as a Medically Necessary part of the therapeutic regimen.

Note that D9222/D9239 may be prior authorized as described above and D9223/D9243 may be retro authorized (with anesthesia log required).

Non-intravenous conscious sedation (Dental Office Setting) – (D9248) – Retrospective Review

Documentation required – Narrative of medical necessity 1 of the criteria below must be met:

- Extractions of impacted or unerupted cuspids or wisdom teeth or surgical exposure of unerupted cuspids
- 2 or more extractions in 2 or more quadrants
- 4 or more extractions in 1 quadrant
- Excision of lesions greater than 1.25 cm
- Surgical recovery from the maxillary antrum
- Documentation of failed local anesthesia
- Documentation of situational anxiety
- Documentation and narrative of medical necessity supported by submitted medical records (cardiac, cerebral palsy, epilepsy, MR, or other condition that would render patient noncompliant)
- Documentation of existing clinical condition or circumstance making the use of non-intravenous conscious sedation a reasonable inclusion as a Medically Necessary part of the therapeutic regimen.

Treatment of complications (post-surgical) – (D9930) – Retrospective Review

Documentation required – Narrative of medical necessity.

- Documentation describes post-surgical condition supporting medical necessity for procedure

Custom sleep apnea appliance fabrication and placement – (D9947)

Documentation requirements:

- Lab RX for custom appliance with Participant's name.
- Letter of Medical Necessity from physician containing clinical criteria list below.

Clinical Criteria:

LOMN from physician describing that all of the following took place within the past 12 months of request for authorization:

- Diagnosis of obstructive sleep apnea (G47.33)
and
- Face-to-face evaluation of Participant by physician
and
- Patient attended a facility based polysomnogram or approved home sleep test
and
- Sleep study results demonstrated API Apnea-hypopnea Index or RDI Respiratory Disturbance Index of 5 or more events per hour
 - If between 5 and 14 events per hour, patient must have one or more of the following symptoms or findings:
 - Hypertension (HTN)
 - History of stroke
 - Ischemic heart disease
 - Excessive daytime sleepiness
 - Impaired cognition
 - Mood disorder
 - Insomnia
 - Other clinical information (add comment)

and

- Positive airway pressure history of contraindication – skin irritation, claustrophobia or noise generated by the machine
or
- Positive airway pressure history of non-tolerance
or
- Other clinical information (add comment)

Orthodontics

Fixed or removable appliance therapy (D8210, D8220) – Prior Authorization

Documentation required – Panoramic and/or cephalometric radiographs, narrative of medical necessity.

The criteria below must be met:

- Documentation describes thumb sucking or tongue thrusting habit.

Comprehensive orthodontic services (D8080, D8670) – Prior Authorization

Documentation requirements – Panoramic and /or cephalometric radiographs, 5-7 diagnostic quality photos, completed Salzman Criteria Index Form.

1 of the criteria below must be met:

- Documentation shows deep impinging overbite that shows palatal impingement of the majority of lower incisors.
- Documentation shows true anterior open bite (not including one or two teeth slightly out of occlusion or where the incisors have not fully erupted).
- Documentation shows a large anterior – posterior discrepancy (Class II and Class III malocclusions that are virtually a full tooth class II or Class III).
- Documentation shows gingival stripping or anterior cross bite (involves more than two teeth in cross bite).
- Documentation shows posterior transverse discrepancies involving several posterior teeth (2 to 4 or more) in cross bite, not a single tooth in cross bite). Molars not required to be included.
- Documentation shows significant posterior open bites (not involving partially erupted teeth or one or two teeth slightly out of occlusion).
- Documentation shows impacted incisors or canines that will not erupt into the arch without orthodontic or surgical intervention (does not include cases where canines are going to erupt ectopically).
- Documentation supports Salzmänn Criteria Index Form score of 25 points or greater when the case is evaluated using the Salzman Index.
- Documentation that supports the presence of a severe handicapping malocclusion that may not be included in the list, but whose severity is consistent with the above criteria.

Orthodontic Retention (D8680) – Prior Authorization

Documentation required – diagnostic quality photos.

All criteria below must be met:

- Photos show completed orthodontic case.

**Replacement of lost or broken retainer – Maxillary/Mandibular
(D8703/D8704) – Prior Authorization**

Documentation requirements – narrative/evidence of previous lost/broken D8680.

Dental Benefit Grid

Procedure Codes and Eligibility Criteria

Code	Code Description	Authorization Requirements				Benefit Details				
		Auth RQD	Age Min	Age Max	RQD Docs	Age Min	Age Max	Max Count	Period Length	Period Type
D0120	Periodic Oral Evaluation- established patient	No				0	999	1	180	Days per patient. Either D0150 or D0120. Additional Requires Benefit Limit Exception
D0140	Limited Oral evaluation- problem focused	No				0	999	1	1	Day 1 oral evaluation per day (Audio or video teledentistry is allowed. Must be initiated by patient call into the office for POS 02).
D0150	Comprehensive oral evaluation – new or established patient	No				0	999	1	1	Lifetime 1 oral evaluation per patient per provider (dental group).
D0145	Oral evaluation for a patient under three years of age and counseling with the primary caregiver	No				0	2	1	180	Days 1 per patient (under 3 years of age only)
D0210	Intraoral- Comprehensive series of radiographic image	No				0	999	1	5	Years
D0220	Intraoral – periapical 1st radiographic image	No				0	999	1	1	Day
D0230	Intraoral – periapical each additional radiographic image	No				0	999	10	1	Day
D0240	Intraoral – Occlusal radiographic image	No				0	999	2	1	Day
D0250	Extraoral 2-D projection radiographic image created using a stationary source, and detector	No				0	999	1	1	Day
D0251	Extraoral posterior dental radiographic image	No				0	999	10	1	Day
D0270	Bitewing - 1 radiographic image	No				0	999	1	1	Day
D0272	Bitewing – 2 radiographic images	No				0	999	1	1	Day

Code	Code Description	Authorization Requirements				Benefit Details				
		Auth RQD	Age Min	Age Max	RQD Docs	Age Min	Age Max	Max Count	Period Length	Period Type
D0273	Bitewing - 3 radiographic images	No				0	999	1	1	Day
D0274	Bitewing - 4 radiographic images	No				0	999	1	1	Day
D0330	Panoramic radiographic image	No				0	999	1	5	Years
D0340	2D Cephalometric radiographic image-acquisition, measurement, and analysis	No				0	20	1	1	Day
D1110	Prophylaxis-adult	No				12	999	1	180	Days per patient
D1120	Prophylaxis - child	No				0	11	1	180	Days per patient
D1206	Topical application of Fluoride- varnish	No				0	20	6	1	Year Per patient. Video only teledentistry POS 02
D1208	Topical application of Fluoride- excluding varnish	No				0	20	1	180	Days
D1310	Nutritional counseling for control of dental disease	No				0	999	1	180	Days (in combination with D1330 totaling 12 minutes or more.) Video only teledentistry POS 02
D1320	Tobacco counseling for control and prevention of dental disease	No				0	999	1 (D1320 OR D1321 OR 99407)	1	Day (audio or video teledentistry allowed POS 02) Requires tobacco Counseling Certification
D1320	Tobacco counseling for control and prevention of dental disease	No				0	999	70 (D1320 OR D1321 OR 99407)	1	Year (audio or video teledentistry allowed POS 02) Requires tobacco Counseling Certification
D1321	Counseling for the control and prevention of adverse oral behavioral and system health effects associated with high-risk substance abuse	No				0	999	1 (D1320 OR D1321 OR 99407)	1	Day

Code	Code Description	Authorization Requirements				Benefit Details				
		Auth RQD	Age Min	Age Max	RQD Docs	Age Min	Age Max	Max Count	Period Length	Period Type
D1321	Counseling for the control and prevention of adverse oral behavioral and system health effects associated with high-risk substance abuse	No				0	999	70 (D1320 OR D1321 OR 99407)	1	Year
D1330	Oral hygiene instructions	No				0	999	1	180	Days (in combination with D1310 totaling 12 minutes or more.) Video only teledentistry POS 02
D1351	Sealant per tooth	No				0	20	1	1	Lifetime (allowed only on 1st and 2nd premolars and 1st and 2nd molars). Allowed on molars with restorations (buccal restorations only)
D1354	Application of caries arresting medicament	N				0	20	10	1	Day (per tooth)
D1510	Space maintainer – fixed, unilateral, per quadrant	No				0	20	1	1	Lifetime (per quadrant)
D1516	Space maintainer – fixed – bilateral, maxillary	No				0	20	1	1	Lifetime (per arch)
D1517	Space maintainer – fixed – bilateral, mandibular	No				0	20	1	1	Lifetime (per arch)
D1551	Recement or re-bond bilateral space maintainer-maxillary	No				0	20	1	1	Day
D1552	Re-cement or re-bond bilateral space maintainer-mandibular	No				0	20	1	1	Day
D1553	Re-cement or re-bond unilateral space maintainer-per quadrant	No				0	20	1	1	Day (per quadrant)
D1556	Removal of fixed unilateral space maintainer – per quadrant	No				0	20	1	1	Day (per quadrant)

Code	Code Description	Authorization Requirements				Benefit Details				
		Auth RQD	Age Min	Age Max	RQD Docs	Age Min	Age Max	Max Count	Period Length	Period Type
D1557	Removal of fixed bilateral space maintainer – maxillary	No				0	20	1	1	Day
D1558	Removal of fixed bilateral space maintainer – mandibular	No				0	20	1	1	Day
D2140	Amalgam - 1 surface primary or permanent	No				0	999	1	1	Day
D2150	Amalgam – 2 surfaces primary or permanent	No				0	999	1	1	Day
D2160	Amalgam – 3 surfaces primary or permanent	No				0	999	1	1	Day
D2161	Amalgam – 4 surfaces primary or permanent	No				0	999	1	1	Day
D2330	Resin-based composite- 1 surface, Anterior	No				0	999	1	1	Day
D2331	Resin-based composite- 2 surfaces, Anterior	No				0	999	1	1	Day
D2332	Resin-based composite- 3 surfaces, Anterior	No				0	999	1	1	Day
D2335	Resin-based composite- 4 or more surfaces or involving incisal angle, Anterior	No				0	999	1	1	Day
D2390	Resin-based composite crown, Anterior	No				0	20	1	1	Day
D2391	Resin-based composite - 1 surface, Posterior	No				0	999	1	1	Day
D2392	Resin-based Composite - 2 surfaces, Posterior	No				0	999	1	1	Day
D2393	Resin-based Composite - 3 surfaces, Posterior	No				0	999	1	1	Day
D2394	Resin-based Composite- 4 or more surfaces, Posterior	No				0	999	1	1	Day
D2710	Crown – Resin-based Composite (indirect)	Yes	0	999	Pre-operative x-rays of adjacent teeth and opposing teeth.	0	999	1	3	Years 1 per tooth

Code	Code Description	Authorization Requirements				Benefit Details				
		Auth RQD	Age Min	Age Max	RQD Docs	Age Min	Age Max	Max Count	Period Length	Period Type
					Narrative of Medical Necessity					
D2721	Crown-resin with predominantly base metal	Yes	0	999	Pre-operative x-rays of adjacent teeth and opposing teeth. Narrative of Medical Necessity	0	999	1	5	Years Crown limits 1 per tooth every 5 years. Regardless of crown procedure code.
D2740	Crown-porcelain/ceramic	Yes	0	999	Pre-operative x-rays of adjacent teeth and opposing teeth. Narrative of Medical Necessity	0	999	1	5	Years Crown limits 1 per tooth every 5 years. Regardless of crown procedure code.
D2751	Crown-porcelain fused to predominantly base metal	Yes	0	999	Pre-operative x-rays of adjacent teeth and opposing teeth. Narrative of Medical Necessity	0	999	1	5	Years Crown limits 1 per tooth every 5 years. Regardless of crown procedure code.
D2752	Crown – porcelain fused to noble metal	Yes	0	999	Pre-operative x-rays of adjacent teeth and opposing teeth. Narrative of Medical Necessity	0	999	1	5	Years Crown limits 1 per tooth every 5 years. Regardless of crown procedure code.
D2791	Crown - full cast predominantly base metal	Yes	0	999	Pre-operative x-rays of adjacent teeth and opposing teeth. Narrative of Medical Necessity	0	999	1	5	Years Crown limits 1 per tooth every 5 years. Regardless of crown procedure code.
D2910	Re-cement or re-bond inlay, onlay, veneer or partial	No			Narrative of Medical Necessity	0	999	1	1	Day

Code	Code Description	Authorization Requirements				Benefit Details				
		Auth RQD	Age Min	Age Max	RQD Docs	Age Min	Age Max	Max Count	Period Length	Period Type
	coverage restoration									
D2915	Re-cement or re-bond indirectly fabricated or prefabricated post and core	No			Narrative of Medical Necessity	0	999	1	1	Day
D2920	Re-cement or re-bond crown	No				0	999	1	1	Day
D2930	Prefabricated Stainless Steel Crown, Primary tooth	No				0	999	1	20	Day
D2931	Prefabricated Stainless Steel Crown, Permanent tooth	No				0	20	1	1	Day
D2932	Prefabricated resin crown	No				0	20	1	1	Day
D2933	Prefabricated Stainless Steel Crown with resin window	No				0	20	1	1	Day
D2934	Prefabricated esthetic coated Stainless Steel Crow, Primary tooth	No				0	20	1	1	Day
D2952	Cast post and core, in addition to crown indirectly fabricated	Yes	0	999	Pre-operative x-rays of adjacent teeth and opposing teeth. Narrative of Medical Necessity	0	999	1	1	Per day/per tooth/per patient.
D2954	Prefabricated post and core in addition to crown	Yes	0	999	Pre-operative x-rays of adjacent teeth and opposing teeth. Narrative of Medical Necessity	0	999	1	1	Per day/per tooth/per patient.
D2980	Crown repair necessitated by restorative material failure	No	0		Narrative of Medical Necessity	0	999	1	1	Per day/per tooth/per patient
D3220	Therapeutic pulpotomy (excluding final restoration) - removal of pulp coronal to the	No	0			0	20	6	1	Per day/per tooth/per patient

Code	Code Description	Authorization Requirements				Benefit Details				
		Auth RQD	Age Min	Age Max	RQD Docs	Age Min	Age Max	Max Count	Period Length	Period Type
	dentinocemental junction and application of medicament									
D3230	Pulpal therapy (resorbable filling) anterior, primary tooth (excluding final restoration)	No				0	20	1	1	Per day/per tooth/per patient
D3240	Pulpal therapy (resorbable filling) posterior, primary tooth (excluding final restoration)	No				0	20	1	1	Per day/per tooth/per patient
D3310	Endodontic therapy, anterior (excluding final restoration)	Yes	0	999	Pre-operative X-rays (excluding bitewings) Narrative of Medical Necessity	0	999	1	1	Lifetime per tooth
D3320	Endodontic therapy, premolar (excluding final restoration)	Yes	0	999	Pre-operative X-rays (excluding bitewings) Narrative of Medical Necessity	0	999	1	1	Lifetime per tooth
D3330	Endodontic therapy, molar (excluding final restoration)	Yes	0	999	Pre-operative X-rays (excluding bitewings) Narrative of Medical Necessity	0	999	1	1	Lifetime per tooth
D3410	Apicoectomy anterior	Yes	0	999	Pre-operative X-rays (excluding bitewings) Narrative of Medical Necessity	0	999	1	1	Lifetime per tooth
D3421	Apicoectomy premolar- first root	Yes	0	999	Pre-operative X-rays (excluding bitewings) Narrative of Medical Necessity	0	999	1	1	Lifetime per tooth
D3425	Apicoectomy molar – first root	Yes	0	999	Pre-operative X-rays	0	999	1	1	Lifetime per tooth

Code	Code Description	Authorization Requirements				Benefit Details				
		Auth RQD	Age Min	Age Max	RQD Docs	Age Min	Age Max	Max Count	Period Length	Period Type
					(excluding bitewings) Narrative of Medical Necessity					
D3426	Apicoectomy -each additional root	Yes	0	999	Pre-operative X-rays (excluding bitewings) Narrative of Medical Necessity	0	999	Up to 2 per tooth	1	Lifetime per tooth
D3471	Surgical repair resorption anterior of root	Yes	0	999	Pre-operative X-rays (excluding bitewings) Narrative of Medical Necessity	0	999	1	1	Lifetime per tooth
D3472	Surgical repair of root resorption premolar	Yes	0	999	Pre-operative X-rays (excluding bitewings) Narrative of Medical Necessity	0	999	1	1	Lifetime per tooth
D3473	Surgical repair resorption molar of root	Yes	0	999	Pre-operative X-rays (excluding bitewings) Narrative of Medical Necessity	0	999	1	1	Lifetime per tooth
D3501	Surgical exposure of root surface without apicoectomy or repair of root resorption - Anterior	Yes	0	999	Pre-operative X-rays (excluding bitewings) Narrative of Medical Necessity	0	999	1	1	Lifetime per tooth
D3502	Surgical exposure of root surface without apicoectomy or repair of root resorption - Premolar	Yes	0	999	Pre-operative X-rays (excluding bitewings) Narrative of Medical Necessity	0	999	1	1	Lifetime per tooth
D3503	Surgical exposure of root surface without apicoectomy or	Yes	0	999	Pre-operative X-rays	0	999	1	1	Lifetime per tooth

Code	Code Description	Authorization Requirements				Benefit Details				
		Auth RQD	Age Min	Age Max	RQD Docs	Age Min	Age Max	Max Count	Period Length	Period Type
	repair of root resorption - Molar				(excluding bitewings) Narrative of Medical Necessity					
D3921	Decoronation or submergence of an erupted tooth	Yes	0	999	Post-operative x-rays (excluding bitewings) Narrative of Medical Necessity inclusive of restorative treatment plan for arch(es)	0	999	1	1	Day
D4210	Gingivectomy or gingivoplasty- 4 or more contiguous teeth or tooth-bounded spaces per quadrant	Yes	0	999	Pre-op x-rays and periodontal charting. Narrative of Medical Necessity. Photo (optional)	Yes	0	4 quadrants	24	Months
D4341	Periodontal scaling & root planing 4 or more teeth per quadrant	Yes	0	999	Periodontal charting and pre-op x-rays. Narrative of Medical Necessity	0	999	2 quadrants	1	Day
D4341	Periodontal scaling & root planing 4 or more teeth per quadrant	Yes	0	999	Periodontal charting and pre-op x-rays. Narrative of Medical Necessity	0	999	4 quadrants	24	Months
D4342	Periodontal scaling & root planing 1 to 3 teeth per quadrant	Yes	0	999	Periodontal charting and pre-op x-rays. Narrative of Medical Necessity	0	999	2 quadrants	1	Day
D4342	Periodontal scaling & root planing 1 to 3 teeth per quadrant	Yes	0	999	Periodontal charting and pre-op x-rays. Narrative of Medical Necessity	0	999	4 quadrants	24	Months
D4355	Full mouth debridement to	Yes	0	999	Pre-op x-rays.	0	999	1	1	Year

Code	Code Description	Authorization Requirements				Benefit Details				
		Auth RQD	Age Min	Age Max	RQD Docs	Age Min	Age Max	Max Count	Period Length	Period Type
	enable a comprehensive evaluation and diagnosis on a subsequent visit				Narrative of Medical Necessity					
D4346	Scaling in the presence of generalized moderate or severe gingival inflammation – full mouth, after oral evaluation	No				1	999	3 (any combination of D1110, D1120, D4346, D4910)	12	Months
D4910	Periodontal maintenance	No				0	999	3 (any combination of D1110, D1120, D4346, D4910)	12	Months
D5110	Complete denture - maxillary	Yes	0	999	Full mouth or x-rays. Narrative of Medical Necessity	0	999	1	5	Years Adult MA recipients 21 years of age and older who do not reside in a nursing facility or an intermediate care facility (ICF/IID) (ICF/ORC), are limited to one (full or partial denture) per arch, regardless of procedure (D5110, D5130, D5211, D5213) and one (full or partial denture) per lower arch, regardless of procedure code (D5120, D5140, D5212, D5214) per lifetime. All teeth must be anatomically correct (natural size, shape and color) to be compensable
D5120	Complete denture - mandibular	Yes	0	999	Full mouth or panorex x-rays. Narrative of	0	999	1	5	Years. Adult MA recipients 21 years of age and older who do not reside in a

Code	Code Description	Authorization Requirements				Benefit Details				
		Auth RQD	Age Min	Age Max	RQD Docs	Age Min	Age Max	Max Count	Period Length	Period Type
					Medical Necessity					nursing facility or an intermediate care facility (ICF/IID) (ICF/ORC), are limited to one (full or partial denture) per arch, regardless of procedure (D5110, D5130, D5211, D5213) and one (full or partial denture) per lower arch, regardless of procedure code (D5120, D5140, D5212, D5214) per lifetime. All teeth must be anatomically correct (natural size, shape and color) to be compensable.
D5130	Immediate denture - maxillary	Yes	0	999	Full mouth or panorex x-rays. Narrative of Medical Necessity	0	999	1	1	Lifetime Adult MA recipients 21 years of age and older who do not reside in a nursing facility or an intermediate care facility (ICF/IID) (ICF/ORC) are limited to one (full or partial denture) per arch, regardless of procedure (D5110, D5130, D5211, D5213) and one (full or partial denture) per lower arch, regardless of procedure code (D5120, D5140, D5212, D5214) per lifetime. All teeth must be anatomically correct (natural size, shape, and

Code	Code Description	Authorization Requirements				Benefit Details				
		Auth RQD	Age Min	Age Max	RQD Docs	Age Min	Age Max	Max Count	Period Length	Period Type
										color) to be compensable.
D5140	Immediate denture - mandibular	Yes	0	999	Full mouth or panorex x-rays. Narrative of Medical Necessity	0	999	1	1	Lifetime Adult MA recipients 21 years of age and older who do not reside in a nursing facility or an intermediate care facility (ICF/IID) (ICF/ORC) are limited to one (full or partial denture) per arch, regardless of procedure (D5110, D5130, D5211, D5213) and one (full or partial denture) per lower arch, regardless of procedure code (D5120, D5140, D5212, D5214) per lifetime. All teeth must be anatomically correct (natural size, shape, and color) to be compensable.
D5211	Maxillary partial denture – resin base (including retentive/clasping materials, rests, and teeth)	Yes	0	999	Full mouth or panorex x-rays. Narrative of Medical Necessity.	0	999	1	5	Years Adult MA recipients 21 years of age and older who do not reside in a nursing facility or an intermediate care facility (ICF/IID) (ICF/ORC), are limited to one (full or partial denture) per arch, regardless of procedure (D5110, D5130, D5211, D5213) and one (full or partial denture)

Code	Code Description	Authorization Requirements				Benefit Details				
		Auth RQD	Age Min	Age Max	RQD Docs	Age Min	Age Max	Max Count	Period Length	Period Type
										per lower arch, regardless of procedure code (D5120, D5140, D5212, D5214) per lifetime. All teeth must be anatomically correct (natural size, shape and color) to be compensable
D5212	Mandibular partial denture – resin base (including retentive/clasping materials, rests, and teeth)	Yes	6	999	Full mouth or panorex x-rays. Narrative of Medical Necessity.	0	999	1	5	Years Adult MA recipients 21 years of age and older who do not reside in a nursing facility or an intermediate care facility (ICF/IID) (ICF/ORC), are limited to one (full or partial denture) per arch, regardless of procedure (D5110, D5130, D5211, D5213) and one (full or partial denture) per lower arch, regardless of procedure code (D5120, D5140, D5212, D5214) per lifetime. All teeth must be anatomically correct (natural size, shape and color) to be compensable.
D5213	Maxillary part denture- cast metal framework with resin denture bases (including retentive/ clasping materials, rests, and teeth)	Yes	6	999	Full mouth or panorex x-rays. Narrative of Medical Necessity.	6	120	1	5	Years. Adult MA recipients 21 years of age and older who do not reside in a nursing facility or an intermediate care facility (ICF/IID) (ICF/ORC), are limited to one (full or partial

Code	Code Description	Authorization Requirements				Benefit Details				
		Auth RQD	Age Min	Age Max	RQD Docs	Age Min	Age Max	Max Count	Period Length	Period Type
										denture) per arch, regardless of procedure (D5110, D5130, D5211, D5213) and one (full or partial denture) per lower arch, regardless of procedure code (D5120, D5140, D5212, D5214) per lifetime. All teeth must be anatomically correct (natural size, shape and color) to be compensable
D5214	Mandibular part denture-cast metal framework with resin denture bases (including retentive/clasping materials, rests, and teeth)	Yes	6	999	Full mouth or panorex x-rays. Narrative of Medical Necessity.	6	999	1	5	Years Adult MA recipients 21 years of age and older who do not reside in a nursing facility or an intermediate care facility (ICF/IID) (ICF/ORC), are limited to one (full or partial denture) per arch, regardless of procedure (D5110, D5130, D5211, D5213) and one (full or partial denture) per lower arch, regardless of procedure code (D5120, D5140, D5212, D5214) per lifetime. All teeth must be anatomically correct (natural size, shape and color) to be compensable
D5410	Adjust complete denture - maxillary	No				0	999	1	1	Day Adjustments are included in the fee for the denture beginning 180

Code	Code Description	Authorization Requirements				Benefit Details				
		Auth RQD	Age Min	Age Max	RQD Docs	Age Min	Age Max	Max Count	Period Length	Period Type
										days post insertion- same dentist/group
D5411	Adjust complete denture - mandibular	No				0	999	1	1	Day Adjustments are included in the fee for the denture beginning 180 days post insertion- same dentist/group
D5421	Adjust partial denture- maxillary	No				0	999	1	1	Day Adjustments are included in the fee for the denture beginning 180 days post insertion- same dentist/group
D5422	Adjust partial denture- mandibular	No				0	999	1	1	Day Adjustments are included in the fee for the denture beginning 180 days post insertion- same dentist/group
D5511	Repair complete broken denture base -mandibular	No				0	999	1	1	Day
D5512	Repair complete broken denture base -maxillary	No				6	999	1	1	Day
D5520	Replace missing or broken teeth – complete denture (each tooth)	No				0	999	3	1	Day
D5611	Repair resin partial denture base - mandibular	No				0	999	1	1	Day
D5612	Repair resin partial denture base- maxillary	No				0	999	1	1	Day
D5621	Repair cast partial framework - mandibular	No				0	999	1	1	Day
D5622	Repair cast partial framework - maxillary	No				0	999	1	1	Day
D5630	Repair or replace clasp	No				0	999	1 clasp per tooth	1	Day

Code	Code Description	Authorization Requirements				Benefit Details				
		Auth RQD	Age Min	Age Max	RQD Docs	Age Min	Age Max	Max Count	Period Length	Period Type
D5630	Repair or replace clasp	No				0	999	4 clasps	1	Day
D5640	Replace broken teeth- per tooth	No				0	999	3	1	Day
D5650	Add tooth to existing partial	No				0	999	2	1	Day
D5660	Add clasp to the existing partial denture – per tooth	No				0	999	1 per tooth	1	Day
D5730	Reline complete maxillary denture (direct)	No				0	999	1	1	Day Relines are included in the fee for the denture; beginning 180 days post-insertion. Same dentist/group
D5731	Reline complete mandibular denture (direct)	No				0	999	1 (per arch)	1	Day Relines are included in the fee for the denture; beginning 180 days post-insertion. Same dentist/group
D5740	Reline maxillary partial denture (direct)	No				0	999	1(per arch)	1	Day Relines are included in the fee for the denture; beginning 180 days post-insertion. Same dentist/group
D5741	Reline mandibular partial denture (direct)	No				0	999	1(per arch)	1	Day Relines are included in the fee for the denture; beginning 180 days post-insertion. Same dentist/group
D5750	Reline complete maxillary denture (indirect)	No				0	999	1(per arch)	1	Day Relines are included in the fee for the denture; beginning 180 days post-insertion. Same dentist/group

Code	Code Description	Authorization Requirements				Benefit Details				
		Auth RQD	Age Min	Age Max	RQD Docs	Age Min	Age Max	Max Count	Period Length	Period Type
D5751	Reline complete mandibular denture (indirect)	No				0	999	1(per arch)	1	Day Relines are included in the fee for the denture; beginning 180 days post-insertion. Same dentist/group
D5760	Reline maxillary partial denture (indirect)	No				0	999	1(per arch)	1	Day Relines are included in the fee for the denture; beginning 180 days post-insertion. Same dentist/group
D5761	Reline mandibular partial denture (indirect)	No				0	999	1(per arch)	1	Day Relines are included in the fee for the denture; beginning 180 days post-insertion. Same dentist/group
D6930	Re-cement or re-bond fixed partial denture	No				0	999	1	1	Day
D6980	Fixed partial denture repair necessitated by restorative material failure	No				0	999	1	1	Day
D7140	Extraction, erupted tooth or exposed root (elevation and/or forceps removal)	No				0	999	1	1	Day
D7210	Extraction, erupted tooth requiring removal of bone and/or sectioning of tooth, and including elevation of mucoperiosteal flap if indicated	No				0	999	1	1	Day
D7220	Removal impacted tooth-soft tissue	Yes	0	999	Pre-operative x-rays (excluding bitewings) and Narrative of Medical Necessity	0	999	1	1	Day

Code	Code Description	Authorization Requirements				Benefit Details				
		Auth RQD	Age Min	Age Max	RQD Docs	Age Min	Age Max	Max Count	Period Length	Period Type
D7230	Removal impact tooth- partially bony	Yes	0	999	Pre-operative x-rays (excluding bitewings) and Narrative of Medical Necessity	0	999	1	1	Day
D7240	Removal impact tooth – completely bony	Yes	0	999	Pre-operative x-rays (excluding bitewings) and Narrative of Medical Necessity	0	999	1	1	Day
D7250	Removal of residual tooth roots (cutting procedure)	Yes	0	999	Pre-operative x-rays (excluding bitewings) and Narrative of Medical Necessity	0	999	1	1	Day
D7260	Oroantral fistula closure	Yes	0	999	Narrative of Medical Necessity	0	999	1	1	Day
D7270	Tooth re-implantation and/or stabilization of accidentally evulsed or displaced tooth	Yes	0	20	Narrative of Medical Necessity	0	20	1	1	Day
D7280	Exposure of unerupted tooth	Yes	0	20	Pre-operative x-rays (excluding bitewings)	0	22	1	1	Day
D7283	Placement of device to facilitate eruption of impacted tooth	Yes	0	20		0	22	1	1	Day
D7288	Brush biopsy - transepithelial sample collection	No				0	999	2	1	Day
D7310	Alveoloplasty in conjunction with extractions – four or more teeth or tooth spaces, per quadrant	No				0	999	4 (1 each quadrant)	1	Day
D7320	Alveoloplasty not in conjunction with extractions – four or more teeth or tooth	Yes	0	999		0	999	4 (1 each quadrant)	1	Day

Code	Code Description	Authorization Requirements				Benefit Details				
		Auth RQD	Age Min	Age Max	RQD Docs	Age Min	Age Max	Max Count	Period Length	Period Type
	spaces, per quadrant									
D7450	Removal of benign cyst or/tumor-lesion diameter up to 1.25cm	Yes	0	999	Copy of pathology report	0	999	2 lesions	1	Day
D7451	Removal of benign odontogenic cyst or tumor-lesion diameter greater than 1.25cm	Yes	0	999	Copy of pathology report	0	999	2 lesions	1	Day
D7460	Removal of benign non-odontogenic cyst or tumor-lesion diameter up to 1.25cm	Yes	0	999	Copy of pathology report	0	999	2 lesions	1	Day
D7461	Removal of benign non-odontogenic cyst or tumor-lesion diameter greater than 1.25cm	Yes	0	999	Copy of pathology report	0	999	2 lesions	1	Day
D7471	Removal of lateral exostosis – maxilla or mandible	No				0	999	2	1	Day
D7472	Removal of torus palatinus	No				0	999	2	1	Day
D7473	Removal of torus mandibularis	No				0	999	2	1	Day
D7485	Reduction of osseous tuberosity	No				0	999	2	1	Day
D7510	Incision and drainage of abscess intraoral soft tissue	Yes	0	999	Narrative of Medical Necessity, x-rays or photos optional	0	999	2	1	Day
D7511	Incision and drainage of abscess-intraoral – complicated (includes drainage of multiple fascial spaces)	Yes	0	999	Narrative of Medical Necessity, x-rays or photos optional	0	999	2	1	Day
D7520	Incision and drainage of abscess extraoral soft tissue	Yes	0	999	Narrative of Medical Necessity, x-rays or photos optional	0	999	2	1	Day
D7521	Incision and drainage of abscess-extraoral – complicated (includes drainage of multiple fascial spaces)	Yes	0	999	Narrative of Medical Necessity, x-rays or photos optional	0	999	2	1	Day

Code	Code Description	Authorization Requirements				Benefit Details				
		Auth RQD	Age Min	Age Max	RQD Docs	Age Min	Age Max	Max Count	Period Length	Period Type
D7871	Non-arthroscopic lysis and lavage	Yes	0	999	Narrative of Medical Necessity, x-rays or photos optional	0	999	1	1	Day
D7961	Buccal/ labial frenectomy (frenulectomy)	No				0	999	2	1	Lifetime
D7962	Lingual Frenectomy (frenulectomy)	Yes	0	999	Narrative of Medical Necessity, x-rays or photos optional	0	999	1	1	Lifetime
D7970	Excision of hyperplastic tissue per arch	Yes	0	999	Pre-operative x-rays, Narrative of Medical Necessity, and photos optional	0	999	2 (one per arch)	1	Day
D7999	Unspecified oral surgery procedure, by report	Yes	0	999	Narrative of medical necessity, name, license number and tax ID of Asst surgeon	0	999	1	1	Day
D8080	Comprehensive Orthodontic treatment of the adolescent dentition	Yes	0	20	Panorex and/or cephalometric x-rays 5-7 diagnostic quality photos	0	20	1	1	Lifetime
D8660	Pre-orthodontic treatment examination to monitor growth and development	No				0	20	1	1	Year (per Provider)
D8670	Periodic orthodontic treatment visit	Yes	0	22	Previous approval notification from an HC MCO. Payment/treatment records	0	22	1	1	Day Banded prior to 21st birthday
D8680	Orthodontic retention (removal of appliances, construction and placement of retainer(s))	Yes	0	22	Evidence of successful completion of comprehensive	0	22	1	1	Day

Code	Code Description	Authorization Requirements				Benefit Details				
		Auth RQD	Age Min	Age Max	RQD Docs	Age Min	Age Max	Max Count	Period Length	Period Type
					orthodontics					
D8703	Replacement Lost or broken retainer - maxillary	Yes	0	22	Evidence of previous lost/broken D8680	0	22	1	1	Day
D8704	Replacement Lost or broken retainer - mandibular retainer	Yes	0	22	Evidence of previous lost/broken D8680	0	22	1	1	Day
D8210	Removable appliance therapy	Yes	0	20	Panoramic/cephalometric x-ray. Narrative of Medical Necessity	0	20	1	1	Lifetime (per arch)
D8220	Fixed appliance therapy	Yes	0	20	Panoramic/cephalometric x-ray. Narrative of Medical Necessity	0	20	1	1	Lifetime (per arch)
D9110	Palliative (emergency) treatment of dental pain – minor procedure	No				0	999	1	1	Day
D9222	Deep sedation/general anesthesia – first 15 minutes	Yes	0	999	Narrative of Medical Necessity	0	999	1	1	Day
D9223	Deep sedation/general anesthesia – each subsequent 15 minute increment	Yes	0	999	Narrative of Medical Necessity	0	999	5	1	Day
D9230	Inhalation of nitrous oxide/analgesia, anxiolysis	No				0	20	1	1	Day
D9239	Intravenous moderate (conscious) sedation/analgesia – first 15 minutes	Yes	0	999	Narrative of Medical Necessity	0	20	1	1	Day
D9243	Intravenous moderate (conscious) sedation/analgesia – each subsequent 15 minute increment	Yes	0	999	Narrative of Medical Necessity	0	999	5	1	Day
D9248	Non-intravenous conscious sedation	Yes	0	999	Narrative of Medical Necessity	0	999	1	1	Day
D9920	Behavior management fee (a	No				0	999	4	1	Year

Code	Code Description	Authorization Requirements				Benefit Details				
		Auth RQD	Age Min	Age Max	RQD Docs	Age Min	Age Max	Max Count	Period Length	Period Type
	visit fee for difficult to manage persons with developmental disabilities. Developmental disability: a substantial handicap having its onset before the age of 18 years of indefinite duration and attributable to neuropathy)									
D9920	Behavior management fee (a visit fee for difficult to manage persons with developmental disabilities. Developmental disability- a substantial handicap having its onset before the age of 18 years of indefinite duration and attributable to neuropathy)	No				0	999	1	1	Day
D9930	Treatment of complications (postsurgical) – unusual circumstances, by report	Yes	0	999	Narrative of Medical Necessity	0	999	1	1	Day
D9947	Custom sleep apnea appliance fabrication and placement	Yes	0	999	Lab Rx containing members name, Physician letter of Medical Necessity containing clinical criteria	0	999	1	1	Lifetime
D9948	Adjustment of custom sleep apnea appliance	No				0	999	1	1	Day Beginning 180 days post insertion of D9947
D9949	Repair of custom sleep apnea appliance	No				0	999	1	1	Day Beginning 180 days post insertion of D9947
D0160	Detailed and Extensive Oral Evaluation –	No			Complete initial examination	0	20			

Code	Code Description	Authorization Requirements				Benefit Details				
		Auth RQD	Age Min	Age Max	RQD Docs	Age Min	Age Max	Max Count	Period Length	Period Type
	problem-focused, by report				at a Cleft Palate Clinic only involving all licensed staff					
D0170	Re-evaluation, Limited, Problem Focused (established patient; not post-operative visit)	No				0	20	1	1	Day