Dental Provider Manual

UnitedHealthcare Senior Care Options

Provider Services: 1-855-812-9210

January 2024

Revised 8/16/2024

UnitedHealthcare® | Dental Benefit Providers®

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Section 1: Introduction — who we are

Welcome to UnitedHealthcare Community Plan

UnitedHealthcare welcomes you as a participating Dental Provider in providing dental services to our members.

We are committed to providing accessible, quality, comprehensive dental services in the most cost-effective and efficient manner possible. We realize that to do so, strong partnerships with our providers are critical, and we value you as an important part of our program.

We offer a portfolio of products including, but not limited to, Medicaid and Medicare Special Needs plans, as well as Commercial products such as Preferred Provider Organization (PPO) plans.

This Provider Manual (the "Manual") is designed as a comprehensive reference guide for the dental plans in your area, primarily UnitedHealthcare Community Plan Medicaid and Medicare plans. Here you will find the tools and information needed to successfully administer UnitedHealthcare plans. As changes and new information arise, it will be uploaded on the portal at **UHCdental.com/medicaid** under State specific alerts and resources.

Our Commercial program plan requirements are contained in a separate Provider Manual. If you support one of our Commercial plans and need that Manual, please contact Provider Services at **1-800-822-5353** (Please note: all other concerns should be directed to **1-855-812-9210**).

If you have any questions or concerns about the information contained within this Manual, please contact the UnitedHealthcare Community Plan Provider Services team at **1-855-812-9210**.

Unless otherwise specified herein, this Manual is effective on January 1, 2024 for dental providers currently participating in the UnitedHealthcare Community Plan of Massachusetts network, and effective immediately for newly contracted dental providers.

Please note: "Member" is used in this Manual to refer to a person eligible and enrolled to receive coverage for covered services in connection with your agreement with us. "You" or "your" refers to any provider subject to this Manual. "Us", "we" or "our" refers to UnitedHealthcare Community Plan on behalf of itself and its other affiliates for those products and services subject to this Manual.

The codes and code ranges listed in this Manual were current at the time this Manual was published. Codes and coding requirements, as established by the organizations that create the codes, may periodically change. Please refer to the applicable coding guide for appropriate codes.

Thank you for your continued support as we serve the Medicaid and Medicare beneficiaries in your community.

Provider Online Academy

Provider Online Academy is a resource for 24/7, on-demand, interactive, and self-paced courses for providers that cover the following topics:

- Dental provider portal training guide and digital solutions
- Dental plans and products overview
- Up-to-date dental operational tools and processes
- State-specific training requirements

To access Provider Online Academy, visit **UHCdental.com** and go to Resources > Dental Provider Online Academy.

Section 2: Patient eligibility verification procedures

2.1 Member eligibility

Member eligibility or dental benefits may be verified online or via phone.

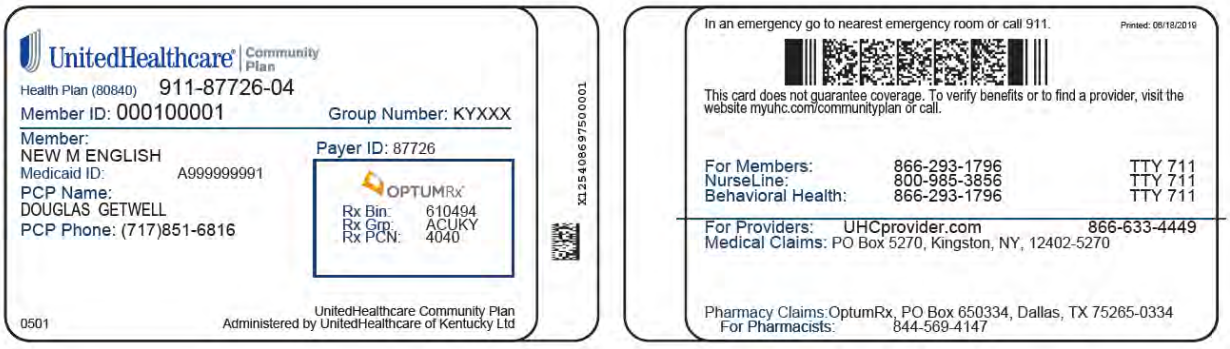
We receive daily updates on member eligibility and can provide the most up-to-date information available.

Important Note: Eligibility should be verified on the date of service. Verification of eligibility is not a guarantee of payment. Payment can only be made after the claim has been received and reviewed in light of eligibility, dental necessity and other limitations and/or exclusions. **Additional rules may apply to some benefit plans.**

2.2 Identification card

Members are issued an identification (ID) card by UnitedHealthcare Community Plan. There will not be separate dental cards for UnitedHealthcare Community Plan members. The ID cards are customized with the UnitedHealthcare Community Plan logo and include the toll-free customer service number for the health plan.

A member ID card is not a guarantee of payment. It is the responsibility of the provider to verify eligibility at the time of service. To verify a member's dental coverage, go to **UHCdental.com/medicaid** or contact the dental Provider Services line at **1-855-812-9210**. A sample ID card is provided below. The member's actual ID card may look slightly different.



2.3 Eligibility verification

Eligibility can be verified on our website at **UHCdental.com/medicaid** 24 hours a day, 7 days a week. In addition to current eligibility verification, our website offers other functionality for your convenience, such as claim status. Once you have registered on our provider website, you can verify your patients' eligibility online with just a few clicks.

The username and password that are established during the registration process will be used to access the website. One username and password are granted for each payee ID number. Please call **1-855-812-9210** from 8:00 AM to 6:00 PM M-F EST for assistance with any technical website issues.

UnitedHealthcare Community Plan also offers an Interactive Voice Response (IVR) system for eligibility verification; simply call **1-855-812-9210** to access real-time information, 24 hours a day, 7 days a week.

2.4 Quick reference guide

UnitedHealthcare Community Plan is committed to providing your office accurate and timely information about our programs, products and policies.

Our **Provider Services Line** (noted on the cover of this manual) and Provider Services teams are available to assist you with any questions you may have. Our toll-free provider services number is available during normal business hours and is staffed with knowledgeable specialists. They are trained to handle specific dentist issues such as **eligibility, claims, benefits information and contractual questions.**

The following is a quick reference table to guide you to the best resource(s) available to meet your needs when questions arise:

You want to:	Provider Services Line— Dedicated Service Representatives Hours: 8 a.m.-6 p.m. (EST) Monday-Friday	Online UHCdental.com/ medicaid	Interactive Voice Response (IVR) System and Voicemail Hours: 24 hours a day, 7 days a week
Ask a Benefit/Plan Question (including prior authorization requirements)	✓	✓	
Ask a question about your contract	✓		
Changes to practice information (e.g., associate updates, address changes, adding or deleting addresses, Tax Identification Number change, specialty designation)	✓	✓	
Inquire about a claim	✓	✓	✓
Inquire about eligibility	✓	✓	✓
Inquire about the In-Network Practitioner Listing	✓	✓	✓
Nominate a provider for participation	✓	✓	
Request a copy of your contract	✓		
Request a Fee Schedule	✓	✓	
Request an EOB	✓	✓	
Request an office visit (e.g., staff training)	✓		
Request benefit information	✓	✓	
Request documents	✓	✓	
Request participation status change	✓		

2.5 Provider Portal / Dental Hub

The UnitedHealthcare Community Plan website at **UHCdental.com/medicaid** offers many time-saving features including **eligibility verification, benefits, claims submission and status, print remittance information, claim receipt acknowledgment and network specialist locations.** The portal is also a helpful content library for **standard forms, provider manuals, quick reference guides, training resources,** and more.

To use the website, go to **UHCdental.com/medicaid** and register or log-in for Dental Hub as a participating user. Online access requires only an internet browser, a valid user ID, and a password once registered. There is no need to download or purchase software.

To register on the site, you will need information on a prior paid claim or a Registration code. To receive your Registration code and for other Dental Hub assistance, call Provider Services.

2.6 Integrated Voice Response (IVR) system

We have a toll-free Integrated Voice Response (IVR) system that enables you to access information 24 hours a day, 7 days a week, by responding to the system's voice prompts.

Through this system, network dental offices can obtain immediate **eligibility information**, validate **practitioner participation status** and perform member **claim history** search (by surfaced code and tooth number).

Section 3: Office administration

3.1 Office site quality

UnitedHealthcare Community Plan and affiliates monitor complaints for quality of services (QOS) concerning participating care providers and facilities. Complaints about you or your site are recorded and investigated. We conduct appropriate follow-up to assure that members receive care in a safe, clean and accessible environment. For this reason, UnitedHealthcare Community Plan has set Clinical Site Standards for all primary care provider office sites to help ensure facility quality.

UnitedHealthcare Community Plan requires you and your facilities meet the following site standards:

- Clean and orderly overall appearance.
- Available handicapped parking and handicapped accessible facilities.
- Available adequate waiting room space and dental operatories for providing member care.
- Privacy in the operatory.
- Clearly marked exits.
- Accessible fire extinguishers.

3.2 Office conditions

Your dental office must meet applicable Occupational Safety & Health Administration (OSHA) and American Dental Association (ADA) standards.

An attestation is required for each dental office location that the physical office meets ADA standards or describes how accommodation for ADA standards is made, and that medical recordkeeping practices conform with our standards.

3.3 Sterilization and asepsis-control fees

Dental office sterilization protocols must meet OSHA requirements. All instruments should be heat sterilized where possible. Masks and eye protection should be worn by clinical staff where indicated; gloves should be worn during every clinical procedure. The dental office should have a sharps container for proper disposal of sharps. Disposal of medical waste should be handled per OSHA guidelines.

Sterilization and asepsis control fees are to be included within office procedure charges and should not be billed to members or the plan as a separate fee.

3.4 Recall system

It is expected that offices will have an active and definable recall system to make sure that the practice maintains preventive services, including patient education and appropriate access. Examples of an active recall system include, but are not limited to: postcards, letters, phone calls, emails and advance appointment scheduling.

3.5 Transfer of dental records

Your office shall copy all requested member dental files to another participating dentist as designated by UnitedHealthcare Community Plan or as requested by the member. The member is responsible for the cost of copying the patient dental files if the member is transferring to another provider. If your office terminates from UnitedHealthcare Community Plan, dismisses the member from your practice or is terminated by UnitedHealthcare Community Plan, the cost of copying files shall be borne by your office. Your office shall cooperate with UnitedHealthcare Community Plan in maintaining the confidentiality of such member dental records at all times, in accordance with state and federal law.

3.6 Office hours

Provide the same office hours of operation to UnitedHealthcare Community Plan members as those offered to commercial members.

3.7 Protect confidentiality of member data

UnitedHealthcare Community Plan members have a right to privacy and confidentiality of all health care data. We only give confidential information to business associates and affiliates who need that information to improve our members' health care experience. We require our associates to protect privacy and abide by privacy law. If a member requests specific medical record information, we will refer the member to you. You agree to comply with the requirements of the Health Insurance Portability and Accountability Act of 1996 ("HIPAA") and associated regulations. In addition, you will comply with applicable state laws and regulations.

UnitedHealthcare Community Plan uses member information for treatment, operations and payment. UnitedHealthcare Community Plan has safeguards to stop unintentional disclosure of protected health information (PHI). This includes passwords, screen savers, firewalls and other computer protection. It also includes shredding information with PHI and all confidential conversations. All staff is trained on HIPAA and confidentiality requirements.

3.8 Provide access to your records

You shall provide access to any medical, financial or administrative records related to services you provide to UnitedHealthcare Community Plan members within 14 calendar days of our request. We may request you respond sooner for cases involving alleged fraud and abuse, a member grievance/appeal, or a regulatory or accreditation agency requirement. Maintain these records for six years or longer if required by applicable statutes or regulations.

3.9 Inform members of advance directives

Members have the right to make their own health care decisions. This includes accepting or refusing treatment. They may execute an advance directive at any time. An advance directive is a document in which the member makes rules around their health care decisions if they later cannot make those decisions.

Several types of advance directives are available. You must comply with Massachusetts state law requirements about advance directives.

Members are not required to have an advance directive. You cannot provide care or otherwise discriminate against a member based on whether they have executed one. Document in a member's medical record whether they have executed or refused to have an advance directive.

If a member has one, keep a copy in their medical record. Or provide a copy to the member's PCP. Do not send a copy of a member's advance directive to UnitedHealthcare Community Plan.

If a member has a complaint about non-compliance with an advance directive requirement, they may file a complaint with the UnitedHealthcare Community Plan medical director, the physician reviewer, and/or the state survey and certification agency as well as with the ADHS Division of Licensing Services.

3.10 Participate in quality initiatives

You shall help our quality assessment and improvement activities. You shall also follow our clinical guidelines, member safety (risk reduction) efforts and data confidentiality procedures.

UnitedHealthcare Community Plan clinical quality initiatives are based on optimal delivery of health care for particular diseases and conditions. This is determined by United States government agencies and professional specialty societies. See Chapter 12 for more details on the initiatives.

3.11 New associates

As your practice expands and changes and new associates are added, you must contact us within 10 calendar days to request an application so that we may get them credentialed and set up as a participating provider.

It is important to remember that associates may not see members as a participating provider until they've been credentialed by our organization.

If you have any questions or need to receive a copy of our provider application packet, please contact Provider Services at **1-855-812-9210**.

3.12 Change of address, phone number, email address, fax or tax identification number

When there are demographic changes within your office, you must notify us at least 10 calendar days prior to the effective date of the change. This supports accurate claims processing as well as helps to make sure that member directories are up-to-date.

Changes should be submitted to:

UnitedHealthcare – RMO
ATTN: 224-Prov Misc Mail WPN
PO BOX 30567
SALT LAKE CITY, UT 84130

Fax: 1-855-363-9691
Email: **dbpprvfx@uhc.com**

Credentialing updates should be sent to:

2300 Clayton Road
Suite 1000
Concord, CA 94520

Requests must be made in writing with corresponding and/or backup documentation. For example, a tax identification number (TIN) change would require submission of a copy of the new W9, versus an office closing notice where we'd need the notice submitted in writing on office letterhead.

When changes need to be made to your practice, we will need an outline of the old information as well as the changes that are being requested. This should include the name(s), TIN(s) and/or Practitioner ID(s) for all associates to whom that the changes apply.

UnitedHealthcare Dental reserves the right to conduct an onsite inspection of any new facilities and will do so based on state and plan requirements.

If you have any questions, don't hesitate to contact Provider Services at **1-855-812-9210** for guidance.

Section 4: Patient access

4.1 Appointment scheduling standards

We are committed to ensuring that providers are accessible and available to members for the full range of services specified in the UnitedHealthcare Community Plan provider agreement and this manual. Participating providers must meet or exceed the following state mandated or plan requirements:

- **Urgent care appointments** Within 48 hours
- **Routine care appointments** Offered within 30 calendar days of the request

We may monitor compliance with these access and availability standards through a variety of methods including member feedback, a review of appointment books, spot checks of waiting room activity, investigation of member complaints and random calls to provider offices. If necessary, the findings may be presented to UnitedHealthcare Community Plan's Quality Committee for further discussion and development of a corrective action plan.

Urgent care appointments would be needed if a patient is experiencing excessive bleeding, pain or trauma.

Providers are encouraged to schedule members appropriately to avoid inconveniencing the members with long wait times. Members should be notified of anticipated wait times and given the option to reschedule their appointment.

4.2 Emergency coverage

All network dental providers must be available to members during normal business hours. Practitioners will provide members access to emergency care 24 hours a day, 7 days a week through their practice or through other resources (such as another practice or a local emergency care facility). The out-of-office greeting must instruct callers what to do to obtain services after business hours and on weekends, particularly in the case of an emergency.

UnitedHealthcare Community Plan conducts periodic surveys to make sure our network providers' emergency coverage practices meet these standards.

4.3 Specialist referral process

If a member needs specialty care, a general dentist may recommend a network specialty dentist, or the member can self-select a participating network specialist. Referrals must be made to qualified specialists who are participating within the provider network. No written referrals are needed for specialty dental care.

To obtain a list of participating dental network specialists, go to our website at **UHCdental.com**. Click "Find a Dentist" on the top right and then choose "Medicaid Plans" to search by location. You may also contact Provider Services at **1-855-812-9210**.

4.4 Missed appointments

Enrolled Participating Providers are not allowed to charge Members for missed appointments.

If your office mails letters to Members who miss appointments, the following language may be helpful to include:

- "We missed you when you did not come for your dental appointment on month/date. Regular check-ups are needed to keep your teeth healthy."
- "Please call to reschedule another appointment. Call us ahead of time if you cannot keep the appointment. Missed appointments are very costly to us. Thank you for your help."

Contacting the Member by phone or postcard prior to the appointment to remind the individual of the time and place of the appointment may help to decrease the number of missed appointments.

The Centers for Medicare and Medicaid Services (CMS) interpret federal law to prohibit a Provider from billing Medicaid and CHIP Members for missed appointments. In addition, your missed appointment policy for UnitedHealthcare Dental members cannot be stricter than that of your private or commercial patients.

4.5 Nondiscrimination

The Practice shall accept members as new patients and provide Covered Services in the same manner as such services are provided to other patients of your practice. The Practice shall not discriminate against any member on the basis of source of payment or in any manner in regards to access to, and the provision of, Covered Services. The Practice shall not unlawfully discriminate against any member, employee or applicant for employment on the basis of race, ethnicity, religion, national origin, ancestry, disability, medical condition, claims experience, evidence of insurability, source of payment, marital status, age, sexual orientation or gender.

4.6 Cultural competency

Cultural competence is of great importance to the field of dentistry. In an increasingly diverse society, it is necessary for dental professionals to be culturally competent health care providers. Cultural competence includes awareness and understanding of the many factors that influence culture and how that awareness translates into providing dental services within clients' cultural parameters.

UnitedHealthcare Community Plan recognizes that the diversity of American society has long been reflected in our member population. UnitedHealthcare Community Plan acknowledges the impact of race and ethnicity and the need to address varying risk conditions and dental care disparities. Understanding diverse cultures, their values, traditions, history and institutions is integral to eliminating dental care disparities and providing high-quality care. A culturally proficient health care system can help improve dental outcomes, quality of care and contribute to the elimination of racial and ethnic health disparities.

UnitedHealthcare Community Plan is committed to providing a diverse provider network that supports the achievement of the best possible clinical outcomes through culturally proficient care for our members.

The website listed below contains valuable materials that will assist dental providers and their staff to become culturally competent.

http://www.hrsa.gov/culturalcompetence/index.html

Section 5: Utilization Management program

5.1 Utilization Management

Through Utilization Management practices, UnitedHealthcare Dental aims to provide members with cost-effective, quality dental care through participating providers. By integrating data from a variety of sources, including provider analytics, utilization review, prior authorization, claims data and audits, UnitedHealthcare Dental can evaluate group and individual practice patterns and identify those patterns that demonstrate significant variation from norms.

By identifying and remediating providers who demonstrate unwarranted variation, we can reduce the overall impact of such variation on cost of care, and improve the quality of dental care delivered.

5.2 Community practice patterns

Utilization analysis is completed using data from a variety of sources. The process compares group performance across a variety of procedure categories and subcategories including diagnostic, preventive, minor restorative (fillings), major restorative (crowns), endodontics, periodontics, fixed prosthetics (bridges), removable prosthetics (dentures), oral surgery and adjunctive procedures. The quantity and distribution of procedures performed in each category are compared with benchmarks such as similarly designed UnitedHealthcare Dental plans and peers to determine if utilization for each category and overall are within expected levels.

Significant variation might suggest either overutilization or underutilization. Variables which might influence utilization, such as plan design and/or population demographics, are taken into account. Additional analysis can determine whether the results are common throughout the group or caused by outliers.

5.3 Evaluation of utilization management data

Once the initial Utilization Management data is analyzed, if a dentist is identified as having practice patterns demonstrating significant variation, his or her utilization may be reviewed further. For each specific dentist, a Peer Comparison Report may be generated and analysis may be performed that identifies all procedures performed on all patients for a specified time period. Potential causes of significant variation include upcoding, unbundling, miscoding, excessive treatment, under-treatment, duplicate billing, or duplicate payments. Providers demonstrating significant variation may be selected for counseling or other corrective actions.

5.4 Utilization Management analysis results

Utilization analysis findings may be shared with individual providers in order to present feedback about their performance relative to their peers.

Feedback and recommended follow-up may also be communicated to the provider network as a whole. This is done by using a variety of currently available communication tools including:

- Provider Manual/Standards of Care
- Provider Training
- Continuing Education
- Provider News Bulletins

5.5 Utilization review

UnitedHealthcare Dental shall perform utilization review on all submitted claims. Utilization review (UR) is a clinical analysis performed to confirm that the services in question are or were necessary dental services as defined in the member's certificate of coverage. UR may occur after the dental services have been rendered and a claim has been submitted (retrospective review).

Utilization review may also occur prior to dental services being rendered. This is known as prior authorization, pre-authorization, or a request for a pre-treatment estimate. UnitedHealthcare Dental does not require prior authorization or pre-treatment estimates (although we encourage these before costly procedures are undertaken).

Retrospective reviews and prior authorization reviews are performed by licensed dentists.

Utilization review is completed based on the following:

- To ascertain that the procedure meets our clinical criteria for necessary dental services, which is approved by the Clinical Policy and Technology Committee, Clinical Affairs Committee, and state regulatory agencies where required.
- To determine whether an alternate benefit should be provided.
- To determine whether the documentation supports the submitted procedure.
- To appropriately apply the benefits according to the member's specific plan design.

(See Section 6 for treatment codes that require clinical review and documentation requirements)

5.6 Evidence-Based Dentistry and the Dental Clinical Policy and Technology Committee (DCPTC)

According to the American Dental Association (ADA), Evidence-Based Dentistry is defined as:

"An approach to oral health care that requires the judicious integration of systematic assessments of clinically relevant scientific evidence, relating to the patient's oral and medical condition and history, with the dentist's clinical expertise and the patient's treatment needs and preferences." Evidence-based dentistry is a methodology to help reduce variation and determine proven treatments and technologies. It can be used to support or refute treatment for the individual patient, practice, plan or population levels. At UnitedHealthcare Community Plan, it ensures that our clinical programs and policies are grounded in science. This can result in new products or enhanced benefits for members. Recent examples include: our current medical-dental outreach program which focuses on identifying those with medical conditions thought to be impacted by dental health, early childhood caries programs, oral cancer screening benefit, implant benefit, enhanced benefits for periodontal maintenance and pregnant members, and delivery of locally placed antibiotics.

Evidence is gathered from published studies, typically from peer reviewed journals. However, not all evidence is created equal, and in the absence of high-quality evidence, the "best available" evidence may be used. The hierarchy of evidence used at United Healthcare is as follows:

- Systematic review and meta-analysis
- Randomized controlled trials (RCT)
- Retrospective studies
- Case series
- Case studies

Anecdotal/expert opinion (including professional society statements, white papers and practice guidelines) Evidence is found in a variety of sources including:

- Electronic database searches such as Medline®, PubMed®, and the Cochrane Library.
- Hand search of the scientific literature
- Recognized dental school textbooks
- Evidence based dentistry can be used clinically to guide treatment decisions, and aid health plans in the development of benefits. At UnitedHealthcare Community Plan, we use evidence as the foundation of our efforts, including:
- Practice guidelines, parameters and algorithms based on evidence and consensus.
- Comparing dentist quality and utilization data
- Conducting audits and site visits
- Development of dental policies and coverage guidelines

The Dental Clinical Policy and Technology Committee (DCPTC) is responsible for developing and evaluating the inclusion of evidence-based practice guidelines, new technology and the new application of existing technology in the UnitedHealthcare

Community Plan dental policies, benefits, clinical programs, and business functions; to include, but not limited to dental procedures, pharmaceuticals as utilized in the practice of dentistry, equipment, and dental services. The DCPTC convenes every other month and no less frequently than four times per year. The DCPTC is comprised of Dental Policy Development and Implementation Staff Members, Non-Voting Members, and Voting Members. Voting Members are UnitedHealth Group Dentists with diverse dental experience and business background including but not limited to members from Utilization Management and Quality Management.

Section 6: Quality management

6.1 Quality Improvement Program (QIP) description

UnitedHealthcare Community Plan has established and continues to maintain an ongoing program of quality management and quality improvement to facilitate, enhance and improve member care and services while meeting or exceeding customer needs, expectations, accreditation and regulatory standards.

The objective of the QIP is to make sure that quality of care is being assessed; that problems are being identified; and that follow up is completed where indicated. The QIP is directed by all state, federal and client requirements. The QIP addresses various service elements including accessibility, availability and continuity of care. It also monitors the provisions and utilization of services to make sure they meet professionally recognized standards of care.

The QIP description is reviewed and updated annually:

- To measure, monitor, trend and analyze the quality of patient care delivery against performance goals and/or recognized benchmarks.
- To foster continuous quality improvement in the delivery of patient care by identifying aberrant practice patterns and opportunities for improvement.
- To evaluate the effectiveness of implemented changes to the QIP.
- To reduce or minimize opportunity for adverse impact to members.
- To improve efficiency, cost effectiveness, value and productivity in the delivery of oral health services.
- To promote effective communications, awareness and cooperation between members, participating providers and the Plan.
- To comply with all pertinent legal, professional and regulatory standards.
- To foster the provision of appropriate dental care according to professionally recognized standards.
- To make sure that written policies and procedures are established and maintained by the Plan to make sure that quality dental care is provided to the members.

As a participating practitioner, any requests from the QIP or any of its committee members must be responded to as outlined in the request.

6.2 Credentialing

To become a participating provider, all applicants must be fully credentialed and approved by our Credentialing Committee. In addition, to remain a participating provider, all practitioners must go through periodic recredentialing approval (typically every 3 years unless otherwise mandated by the state in which you practice).

Depending on the state in which you practice, UnitedHealthcare Community Plan will review all current information relative to your license, sanctions, malpractice insurance coverage, etc. UnitedHealthcare Community Plan will request a written explanation regarding any adverse incident and its resolution, and will request corrective action be taken to prevent future occurrences.

Before an applicant dentist is accepted as a participating provider, the dentist's credentials are evaluated. Initial facility site visits are required for some plans and/or markets. Please note that a site visit is required for each location. If a new location is added after initial contracting is completed, a site visit would be required for the new location before patients can be seen. Your Professional Networks Representative will inform you of any facility visits needed during the recruiting process. Offices must pass the facility review prior to activation.

The Dental Director and the Credentialing Committee review the information submitted in detail based on approved credentialing criteria. UnitedHealthcare Community Plan will request a resolution of any discrepancy in credentialing forms submitted. Practitioners have the right to review and correct erroneous information and to be informed of the status of their application. Refer to the Appendix of this Manual for additional details regarding practitioner rights.

Credentialing criteria are reviewed by advisory committees, which include input from practicing network providers to make sure that criteria are within generally accepted guidelines. You have the right to appeal any decision regarding your participation made by UnitedHealthcare Community Plan based on information received during the credentialing or recredentialing process. To initiate an appeal of a credentialing or recredentialing decision, follow the instructions provided in the determination letter received from the Credentialing Department.

UnitedHealthcare Community Plan contracts with an external Credentialing Verification Organization (CVO) to assist with collecting the data required for the credentialing and recredentialing process. Please respond to calls or inquiries from this organization or our offices to make sure that the credentialing and/or recredentialing process is completed as quickly as possible.

It is important to note that the recredentialing process is a requirement of both the provider agreement and continued participation with UnitedHealthcare Community Plan. Any failure to comply with the recredentialing process constitutes termination for cause under your provider agreement.

So that a thorough review can be completed at the time of recredentialing, in addition to the items verified in the initial credentialing process, UnitedHealthcare Community Plan may review provider performance measures such as, but not limited to:

- Utilization Reports
- Current Facility Review Scores
- Current Member Chart Review Score
- Grievance and Appeals Data

Recredentialing requests are sent 6 months prior to the recredentialing due date. The CVO will make 3 attempts to procure a completed recredentialing application from the provider, and if they are unsuccessful, UnitedHealthcare Community Plan will also make an additional 3 attempts, at which time if there is no response, a termination letter will be sent to the provider as per their provider agreement.

A list of the documents required for Initial Credentialing and Recredentialing is as follows (unless otherwise specified by state law):

Initial credentialing

- Completed application
- Signed and dated Attestation
- Current copy of their state license
- Current copy of their Drug Enforcement Agency (DEA) certificate
- Current copy of their Controlled Dangerous Substance (CDS) certificate, if applicable
- Malpractice face sheet which shows their name on the certificate, expiration dates and limits — limits $1/3m
- Explanation of any adverse information, if applicable
- Five years' work in month/date format with no gaps of 6 months or more; if there are, an explanation of the gap should be submitted
- Education (which is incorporated in the application)
- Current Medicaid ID (as required by state)
- Disclosure of Ownership form (as required by the Federal Government)

Recredentialing

- Completed Recredentialing application
- Signed and dated Attestation
- Current copy of their state license
- Current copy of their Drug Enforcement Agency (DEA) certificate
- Current copy of their Controlled Dangerous Substance (CDS) certificate, if applicable

- Malpractice face sheet which shows their name on the certificate, expiration dates and limits— limits $1/3m
- Explanation of any adverse information, if applicable
- Current Medicaid ID (as required by state)

Any questions regarding your initial or recredentialing status can be directed to Provider Services.

6.3 Site visits

With appropriate notice, provider locations may receive an in-office site visit as part of our quality management oversight processes. All surveyed offices are expected to perform quality dental work and maintain appropriate dental records.

The site visit focuses primarily on: dental record keeping, patient accessibility, infectious disease control, and emergency preparedness and radiation safety. Results of site reviews will be shared with the dental office. Any significant failures may result in a review by the Clinical Affairs Committee, leading to a corrective action plan or possible termination. If terminated, the dentist can reapply for network participation once a second review has been completed and a passing score has been achieved.

UnitedHealthcare Dental, Dental Benefit Providers, reserves the right to conduct an on-site inspection prior to and any time during the effectuation of the contract of any Mobile Dental Facility or Portable Dental Operation bound by the "Mobile Dental Facilities Standard of Care Addendum."

6.4 Preventive health guideline

The UnitedHealthcare Community Plan approach to preventive health is a multi-focused strategy which includes several integrated areas. The following guidelines are for informational purposes for the dental provider, and will be referred to in a general way, in judging clinical appropriateness and competence.

UnitedHealthcare Community Plan's National Clinical Policy and Technology Committee reviews current professional guidelines and processes while consulting the latest literature, including, but not limited to, current ADA Current Dental Terminology (CDT), and specialty guidelines as suggested by organizations such as the American Academy of Pediatric Dentistry, American Academy of Periodontology, American Association of Endodontists, American Association of Oral and Maxillofacial Surgeons, and the American Association of Dental Consultants. Additional resources include publications such as the Journal of Evidence-Based Dental Practice, online resources obtained via the Library of Medicine, and evidence-based clearinghouses such as the Cochrane Oral Health Group and Centre for Evidence Based Dentistry as well as respected public health benchmarks such as Healthy People 2020 and the Surgeon General's Report on Oral Health in America. Preventive health focuses primarily on the prevention, assessment for risk, and early treatment of caries and periodontal diseases, but also encompasses areas including prevention of malocclusion, oral cancer prevention and detection, injury prevention, avoidance of harmful habits and the impact of oral disease on overall health. Preventive health recommendations for children are intended to be consistent with American Academy of Pediatric Dentistry periodicity recommendations.

Caries Management — Begins with a complete evaluation including an assessment for risk.

- X-ray periodicity — X-ray examination should be tailored to the individual patient and should follow current professionally accepted dental guidelines necessary for appropriate diagnosis and monitoring.
- Recall periodicity — Frequency of recall examination should also be tailored to the individual patient based on clinical assessment and risk assessment.
- Preventive interventions — Interventions to prevent caries should consider AAPD periodicity guidelines while remaining tailored to the needs of the individual patient and based on age, results of a clinical assessment and risk, including application of prophylaxis, fluoride application, placement of sealants and adjunctive therapies where appropriate.
- Consideration should be given to conservative nonsurgical approaches to early caries, such as Caries Management by Risk Assessment (CAMBRA), where the lesion is non-cavitating, slowing progressing or restricted to the enamel or just the dentin; or alternatively, where appropriate, to minimally invasive approaches, conserving tooth structure whenever possible.

Periodontal Management — Screening, and as appropriate, complete evaluation for periodontal diseases should be performed on all adults, and children in late adolescence and younger, if that patient exhibits signs and symptoms or a history of periodontal disease.

- A periodontal evaluation should be conducted at the initial examination and periodically thereafter, as appropriate, based on American Academy of Periodontology guidelines.
- Periodontal evaluation and measures to maintain periodontal health after active periodontal treatment should be performed as appropriate.
- Special consideration should be given to those patients with periodontal disease, a previous history of periodontal disease and/or those at risk for future periodontal disease if they concurrently have systemic conditions reported to be linked to periodontal disease such as diabetes, cardiovascular disease and/or pregnancy complications.

Oral cancer screening should be performed for all adults and children in late adolescence or younger if there is a personal or family history, if the patient uses tobacco products, or if there are additional factors in the patient history, which in the judgment of the practitioner elevate their risk. Screening should be done at the initial evaluation and again at each recall. Screening should include, at a minimum, a manual/visual exam, but may include newer screening procedures, such as light contrast or brush biopsy, for the appropriate patient.

Additional areas for prevention evaluation and intervention include malocclusion, prevention of sports injuries and harmful habits (including, but not limited to, digit- and pacifier-sucking, tongue thrusting, mouth breathing, intraoral and perioral piercing, and the use of tobacco products). Other preventive concerns may include preservation of primary teeth, space maintenance and eruption of permanent dentition. UnitedHealthcare Community Plan may perform clinical studies and conduct interventions in the following target areas:

- Access
- Preventive services, including topical fluoride and sealant application
- Procedure utilization patterns

Multiple channels of communication will be used to share information with providers and members via manuals, websites, newsletters, training sessions, individual contact, health fairs, in-service programs and educational materials. It is the mission of UnitedHealthcare Community Plan to educate providers and members on maintaining oral health, specifically in the areas of prevention, caries, periodontal disease and oral cancer screening.

6.5 Addressing the opioid epidemic

Combating the opioid epidemic must include prevention, treatment, recovery and harm reduction. We engage in strategic community relationships and approaches for special populations with unique risks, such as pregnant women and infants. We use our robust data infrastructure to identify needs, drive targeted actions, and measure progress. Finally, we help ensure our approaches are trauma-informed and reduce harm where possible.

Brief summary of framework

Prevention: Prevent Opioid-Use Disorders before they occur through pharmacy management, provider practices, and education.

Treatment: Access and reduce barriers to evidence-based and integrated treatment.

Recovery: Support care management and referral to person-centered recovery resources.

Harm Reduction: Access to Naloxone and facilitating safe use, storage, and disposal of opioids.

Strategic community relationships and approaches: Tailor solutions to local needs.

Enhanced solutions for pregnant mom and child: Prevent neonatal abstinence syndrome and supporting moms in recovery.

Enhanced data infrastructure and analytics: Identify needs early and measure progress.

Increasing education & awareness of opioids

It is critical you are up-to-date on the cutting edge research and evidence-based clinical practice guidelines. We keep Opioid Use Disorders (OUD) related trainings and resources available on our provider portal to help ensure you have the information you need, when you need it. For example, state-specific Behavioral Health Toolkits are developed to provide access to clinical practice guidelines, free substance use disorders/OUD assessments and screening resources, and other important

state-specific resources. Additionally, Pain Management Toolkits are available and provide resources to help you identify our members who present with chronic physical pain and may also be in need of behavioral health services to address the psychological aspects of pain. Continuing education is available and includes webinars such as, “The Role of the Health Care Team in Solving the Opioid Epidemic,” and “The Fight Against the Prescription Opioid Abuse Epidemic.” While resources are available, we also workto help ensure you have the educational resources you need. For example, our Drug Utilization Review Provider Newsletter includes opioid trends, prescribing, and key resources.

Access these resources at UHCprovider.com. Click “Resources” on the top right.Then click “Drug Lists and Pharmacy”.There you will see an Opioid Programs and Resources - Community Plan (Medicaid) link which provides tools and education.

Prevention

We are invested in reducing the abuse of opioids, while facilitating the safe and effective treatment of pain. Preventing OUD before they occur through improved pharmacy management solutions, improved care provider prescribing patterns, and member and care provider education is central to our strategy.

UnitedHealthcare Community Plan has implemented a 90 MED supply limit for the long-acting opioid class. The prior authorization criteria coincide with the CDC’s recommendations for the treatment of chronic non-cancer pain. Prior authorization applies to all long-acting opioids. The CDC guidelines on long-acting opioids are available online at cdc.gov > More CDC Topics > Injury, Violence & Safety > Prescription Drug Overdose > CDC Guideline for Prescribing Opioids for Chronic Pain.

6.6 COVID-19 information and resources

UnitedHeathcare’s goal is to provide current information and resources related to the COVID-19 pandemic. A broad range of information and resources may be found at this link **https://www.uhcprovider.com/en/resource-library/news/Novel-Coronavirus-COVID-19.html**.

Section 7: Fraud, waste, and abuse training

Providers are required to establish written policies for their employees, contractors or agents and to provide training to their staff on the following policies and procedures:

- Provide detailed information about the Federal False Claims Act,
- Cite administrative remedies for false claims and statements,
- Reference state laws pertaining to civil or criminal penalties for false claims and statements, and
- With respect to the role of such laws in preventing and detecting fraud, waste and abuse in federal health care programs, include as part of such written policies, detailed provisions regarding care providers policies and procedures for detecting and preventing fraud, waste and abuse.

The required training materials can be found at the website listed below. The website provides information on the following topics:

- FWA in the Medicare Program
- The major laws and regulations pertaining to FWA
- Potential consequences and penalties associated with violations
- Methods of preventing FWA
- How to report FWA
- How to correct FWA

https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNProducts/Downloads/Fraud-Waste_Abuse-Training_12_13_11.pdf

Section 8: Governance

8.1 Practitioner rights bulletin

- Providers applying for initial credentialing do not have appeal rights, unless required by state regulation.
- Providers rejected for re-credentialing based on a history of adverse actions, and who have no active sanctions, have appeal rights only in states that require them or due to Quality of Care concerns against DBP members. An appeal, if allowed, must be submitted within 30 calendar days of the date of the rejection letter. The provider has the right to be represented by an attorney or another person of the provider's choice.
- Appeals are reviewed by Peer Review Committee (PRC). The PRC panel will include at least one member who is of the same specialty as the provider who is submitting the appeal.
- PRC will consider all information and documentation provided with the appeal and make a determination to uphold or overturn the Credentialing Committee's decision. The PRC may request a corrective action plan, a Site Visit, and/or chart review.
- Within ten calendar days of making a determination, the PRC will send the provider, by certified mail, written notice of its final decision, including reasons for the decision.

To review your information

This is specific to the information the Plan has utilized to evaluate your credentialing application and includes information received from any outside source (e.g., malpractice insurance carriers or state license boards) with the exception of references or other peer-review protected information.

To correct erroneous information

If, in the event that the credentialing information you provided varies substantially from information obtained from other sources, we will notify you in writing within 15 business days of receipt of the information. You will have an additional 15 business days to submit your reply in writing; and within two business days we will send a written notification acknowledging receipt of the information.

To be informed of status of your application

You may submit your application status questions to us in writing (U.S. mail, e-mail, facsimile) or telephonically.

To appeal adverse committee decisions

In the event you are denied participation or continued participation, you have the right to appeal the decision in writing within 30 calendar days of the date of receipt of the rejection/denial letter. To appeal the decision, submit your request to the following address:

UnitedHealthcare Dental
Government Programs – Provider Operations
Fax: **1-866-829-1841**

8.2 Provider terminations and appeals

Providers who are found to be in breach of their Provider Agreement or have demonstrated quality-of-care issues are subject to review, corrective action, and/or termination in accordance with approved criteria.

A provider may be found in violation of their Provider Agreement for, but not limited to, the following reasons:

- Failure to comply with DBP UnitedHealthcare's credentialing or recredentialing procedures
- Violations of DBP UnitedHealthcare's Policies and Procedures or the provisions of the Provider Manual

- Insufficient malpractice coverage with refusal to obtain such
- Information supplied (such as licensure, dental school and training) is not supported by primary source verification
- Failure to report prior, present or pending disciplinary action by any government agency
- Any federal or state sanction that precludes participation in Government Programs (such providers will be excluded from participation in our Medicaid panel)
- Failure to report fraud or malpractice claims

8.3 Quality of care issues

A provider who has demonstrated behavior inconsistent with the provision of quality of care is subject to review, corrective action, and/or termination. Questions of quality-of-care may arise for, but are not limited to, the following reasons:

- Chart audit reveals clear and convincing evidence of under- or over utilization, fraud, upcoding, overcharging, or other inappropriate billing practices.
- Multiple quality-of-care related complaints or complaints of an egregious nature for which investigation confirms quality concerns.
- Malpractice or disciplinary history that elicits risk management concerns.

Note: A provider cannot be prohibited from the following actions, nor may a provider be refused a contract solely for the following:

- Advocated on behalf of an enrollee
- Filed a complaint against the MCO
- Appealed a decision of the MCO
- Provided information or filed a report pursuant to PHL4406-c regarding prohibition of plans
- Requested a hearing or review

We may not terminate a contract unless we provide the practitioner with a written explanation of the reasons for the proposed contract termination and an opportunity for a review or hearing as described below.

- Cases which meet disciplinary or malpractice criteria are initially reviewed by the Credentialing Committee. Other quality-of-care cases are reviewed by the Peer Review Committee.
- The Committees make very effort to obtain a provider narrative and appropriate documents prior to making any determination.
- The Committees may elect to accept, suspend, unpublish, place a provider on probation, require corrective action or terminate the provider.
- The provider will be allowed to continue to provide services to members for a period of up to sixty (60) calendar days from the date of the provider's notice of termination.
- The Hearing Committee will immediately remove from our network any provider who is unable to provide health care services due to a final disciplinary action. In such cases, the provider must cease treating members upon receipt of this determination.

8.4 Appeals process

- Providers are notified in writing of their appeal rights within fifteen (15) calendar days of the Committee's determination. The letter will include the reason for denial/termination; notice that the provider has the right to request a hearing or review, at the provider's discretion, before a panel appointed by UnitedHealthcare Dental; notice of a thirty (30)-day time frame for the request; and, a time limit for the hearing date, which must be held within thirty (30) calendar days after the receipt of a request for a hearing.
- Providers must request an appeal in writing within ninety (90) calendar days of the date of notice of termination, and provide any applicable information and documentation to support the appeal.
- The Hearing will be scheduled within thirty (30) calendar days of the request for a hearing.
- The appeal may be heard telephonically, unless the clinician requests an in-person hearing. In such cases, all additional costs relevant to the Hearing are the provider's responsibility.

- The Hearing Committee includes at least three members appointed by UnitedHealthcare Dental, who are not in direct economic competition with the provider, and who have not acted as accuser, investigator, fact-finder, or initial decision-maker in the matter. At least one person on the panel will be the same discipline or same specialty as the person under review. The panel can consist of more than three members, provided the number of clinical peers constitute one-third or more of the total membership.
- The Hearing Committee may uphold, overturn, or modify the original determination. Modifications may include, but are not limited to, placing the provider on probation, requiring completion of specific continuing education courses, requiring site or chart audits, or other corrective actions.
- The decision of the Hearing Committee is sent to the provider by certified letter within thirty (30) calendar days.
- Decisions of terminations shall be effective not less than thirty (30) calendar days after the receipt by the provider of the Hearing Panel's decision.
- In no event shall determination be effective earlier than sixty (60) calendar days from receipt of the notice of termination.

Note: A provider terminated due to a case involving imminent harm to patient care, a determination of fraud, or a final disciplinary action by a state licensing board or other governmental agency that impairs the health care professional's ability to practice is not eligible for a hearing or review.

Section 9: Claim submission procedures

9.1 Claim submission options

9.1.a Paper claims

To receive payment for services, practices must submit claims via paper or electronically. When submitting a paper claim, dentists are required to submit an American Dental Association (ADA) Dental Claim Form (2019 version or later). If an incorrect claim form is used, the claim cannot be processed and will be returned.

All dental claims must be legible. Computer-generated forms are recommended. Additional documentation and radiographs should be attached, when applicable. Such attachments are required for pre-treatment estimates and for the submission of claims for complex clinical procedures. Refer to the Exclusions, Limitations and Benefits section of this Manual to find the recommendations for dental services.

Refer to Section 9.2 for more information on claims submission best practices and required information. Appendix A will provide you with the appropriate claims address information to ensure your claims are routed to the correct resource for payment.

9.1.b Electronic claims

Electronic Claims Submission refers to the ability to submit claims electronically versus paper. This expedites the claim adjudication process and can improve overall claim payment turnaround time (especially when combined with Electronic Payments, which is the ability to be paid electronically directly into your bank account).

If you wish to submit claims electronically, please contact your clearinghouse to initiate this process. If you do not currently work with a clearinghouse, you may either sign up with one to initiate this process. The UnitedHealthcare Community Plan website (**UHCdental.com/medicaid**) also offers the feature to directly submit your claims online through the provider portal / Dental Hub. Refer to Section 2.5 for more information on how to register as a participating user.

9.1.c Electronic payments

ePayment Center replaced the current electronic payment and statement process for UnitedHealthcare Dental Government Program Plans.

The ePayment center is an online portal which will allow you to enroll in electronic delivery of payments and electronic remittance advice (ERA).

Through the ePayment Center, we will continue to offer a no-fee Automated Clearing House (ACH) delivery of claim payments with access to remittance files via download. Delivery of 835 files to clearinghouses is available directly through the ePayment Center enrollment portal.

ePayment Center allows you to:

- Improve cash flow with faster primary payments and speed up secondary filing/patient collections
- Access your electronic remittance advice (ERA) remotely and securely 24/7
- Streamline reconciliation with automated payment posting capabilities
- Download remittances in various formats (835, CSV, XLS, PDF)
- Search payments history up to 7 years

To register:

1. Visit **UHCdental.epayment.center/register**
2. Follow the instructions to obtain a registration code
3. Your registration will be reviewed by a customer service representative and a link will be sent to your email once confirmed

4. Follow the link to complete your registration and setup your account
5. Log into **UHCdental.epayment.center**
6. Enter your bank account information
7. Select remittance data delivery options
8. Review and accept ACH Agreement
9. Click “Submit”
10. Upon completion of the registration process, your bank account will undergo a prenotification process to validate the account prior to commencing the electronic fund transfer delivery. This process may take up to 6 business days to complete

Need additional help? Call **1-855-774-4392** or email **help@epayment.center**.

In addition to a no-fee ACH option, other electronic payment methods are available through Zelis Payments.

The Zelis Payments advantage:

- Access all payers in the Zelis Payments network through one single portal
- Experience award winning customer service
- Receive funds weeks faster than mailed checks and improve the accuracy of your claim payments
- Streamline your operations and improve revenue stability with virtual card and ACH
- Protect your account with 24/7 Office of Foreign Assets Control (OFAC) fraud monitoring
- Reduce costs and boost efficiency by simplifying administrative work from processing payments
- Gain visibility and insights from your payment data with a secure provider portal. Download files (10 years of storage) in various formats (XLS, PDF, CSV or 835)

Each Zelis Payments product gives you multiple options to access data and customize notifications. You will have access to several features via the secure web portal.

All remittance information is available 24/7 via **provider.zelispayments.com** and can be downloaded into a PDF, CSV, or standard 835 file format. For any additional information or questions, please contact Zelis Payments Client Service Department at **1-877-828-8770**.

9.2 Claim submission requirements and best practices

9.2.a Dental claim form required information

The most current Dental ADA claim form (2019 or later) must be submitted for payment of services rendered.

One claim form should be used for each patient and the claim should reflect only 1 treating dentist for services rendered. The claims must also have all necessary fields populated as outlined in the following:

Header information

Indicate the type of transaction by checking the appropriate box: Statement of Actual Services.

Subscriber information

- Name (last, first and middle initial)
- Address (street, city, state, ZIP code)
- Date of birth
- Gender
- Subscriber ID number

Patient information

- Name (last, first and middle initial)
- Address (street, city, state, ZIP code)

- Date of birth
- Gender
- Patient ID number

Primary payer information

Record the name, address, city, state and ZIP code of the carrier.

Other coverage

If the patient has other insurance coverage, completing the "Other Coverage" section of the form with the name, address, city, state and ZIP code of the carrier is required. You may need to provide documentation from the primary insurance carrier, including amounts paid for specific services.

Other insured's information (only if other coverage exists)

If the patient has other coverage, provide the following information:

- Name of subscriber/policy holder (last, first and middle initial)
- Date of birth
- Gender
- Subscriber ID number
- Relationship to the member

Billing dentist or dental entity

Indicate the provider or entity responsible for billing, including the following:

- Name
- Address (street, city, state, ZIP code)
- License number
- Social Security number (SSN) or tax identification number (TIN)
- Phone number
- National provider identifier (NPI)

Treating dentist and treatment location

List the following information regarding the dentist that provided treatment:

- Certification — Signature of dentist and the date the form was signed
- Name (use name provided on the Practitioner Application)
- License number
- TIN (or SSN)
- Address (street, city, state, ZIP code)
- Phone number
- NPI

Record of services provided

Most claim forms have 10 fields for recording procedures. Each procedure must be listed separately and must include the following information, if applicable. If the number of procedures exceeds the number of available lines, the remaining procedures must be listed on a separate, fully completed claim form.

Missing teeth information

When submitting for periodontal or prosthodontal procedures, this area should be completed. An "X" can be placed on any missing tooth number or letter when missing.

Remarks section

Some procedures require a narrative. If space allows, you may record your narrative in this field. Otherwise, a narrative attached to the claim form, preferably on practice letterhead with all pertinent member information, is acceptable.

ICD-10 instructions

RECORD OF SERVICES PROVIDED

	24. Procedure Date (MM/DD/CCYY)	25. Area of Oral Cavity	26. Tooth System	27. Tooth Number(s) or Letter(s)	28. Tooth Surface	29. Procedure Code	29a. Diag. Pointer	29b. Qty.	30. Description	31. Fee
1										
2										
3										
4										
5										
6										
7										
8										
9										
10										

33. Missing Teeth Information (Place an "X" on each missing tooth.)	34. Diagnosis Code List Qualifier ☐☐ (ICD-10 = AB)	31a. Other Fee(s)
1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16	34a. Diagnosis Code(s) A _____ C _____	
32 31 30 29 28 27 26 25 24 23 22 21 20 19 18 17	(Primary diagnosis in "**A**") B _____ D _____	32. Total Fee
35. Remarks		

29a **Diagnosis Code Pointer:** Enter the letter(s) from Item 34 that identifies the diagnosis code(s) applicable to the dental procedure. List the primary diagnosis pointer first.

29b **Quantity:** Enter the number of times (01-99) the procedure identified in Item 29 is delivered to the patient on the date of service shown in Item 24. The default value is "01".

34 **Diagnosis Code List Qualifier:** Enter the appropriate code to identify the diagnosis code source:
B = ICD-9-CM **AB** = ICD-10-CM (as of Oct. 1, 2013)

This information is required when the diagnosis may have an impact on the adjudication of the claim in cases where specific dental procedures may minimize the risks associated with the connection between the patient's oral and systemic health conditions.

34a **Diagnosis Code(s):** Enter up to 4 applicable diagnosis codes after each letter (A.-D.). The primary diagnosis code is entered adjacent to the letter "A."

This information is required when the diagnosis may have an impact on the adjudication of the claim in cases where specific dental procedures may minimize the risks associated with the connection between the patient's oral and systemic health conditions.

By Report procedures

All "By Report" procedures require a narrative along with the submitted claim form. The narrative should explain the need for the procedure and any other pertinent information.

Using current ADA codes

It is expected that providers use Current Dental Terminology (CDT). For the latest dental procedure codes and descriptions, you may order a current CDT book by calling the ADA or visiting the catalog website at adacatalog.org.

Supernumerary teeth

UnitedHealthcare 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 or 51 through 82. 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. 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 7 years.

Insurance fraud

All insurance claims must reflect truthful and accurate information to avoid committing insurance fraud. Examples of fraud are falsification of records and using incorrect charges or codes. Falsification of records includes errors that have been corrected using "white-out," pre- or post-dating claim forms, and insurance billing before completion of service. Incorrect charges and codes include billing for services not performed, billing for more expensive services than performed, or adding unnecessary charges or services.

Any person who knowingly files a claim containing any misrepresentation or any false, incomplete or misleading information may be guilty of a criminal act punishable under law and may be subject to civil penalties. By signing a claim for services, the practitioner certifies that the services shown on the claim were medically indicated and necessary for the health of the patient and were personally furnished by the practitioner or an employee under the practitioner's direction. The practitioner certifies that the information contained on the claim is true and accurate.

Invalid or incomplete claims:

If claims are submitted with missing information, incomplete or outdated claim forms, the claim will be rejected or returned to the provider and a request for the missing information will be sent to the provider. For example, if the claim is missing a tooth number or surface, a letter will be generated to the provider requesting this information.

9.2.b Coordination of Benefits (COB)

Our benefits contracts are subject to coordination of benefits (COB) rules. We coordinate benefits based on the member's benefit contract and applicable regulations.

UnitedHealthcare Community Plan is the payer of last resort. Other coverage should be billed as the primary carrier. When billing UnitedHealthcare Community Plan as a secondary payer, submit the primary payer's Explanation of Benefits or remittance advice with the claim.

9.2.c Timely submission (Timely filing)

All claims should be submitted within 90 calendar days from the date of service.

All adjustments or requests for reprocessing must be made within 365 days from date of service, or date of eligibility posting, only if the initial submission time period has been met. An adjustment can be requested in writing or telephonically.

Secondary claims must be received within 30 calendar days of the primary payer's determination (see section 9.2.b).

Refer to the Quick Reference Guide for address and phone number information.

9.3 Timely payment

- 90% of all clean claims will be paid or denied within 30 calendar days of receipt.
- 99% of all clean claims will be paid or denied within 45 calendar days of receipt.

Quality Assurance (QA) audits are performed to ensure the accuracy and effectiveness of our claim adjudication procedures. Any identified discrepancies are resolved within established timelines. The QA process is based on an established methodology but as a general overview, on a daily basis various samples of claims are selected for quality assurance reviews. QA samples include center-specific claims, adjustments, claims adjudicated by newly hired claims processors, and high-dollar claims. In addition, management selects other areas for review, including customer-specific and processor-specific audits. Management reviews the summarized results and correction is implemented, if necessary.

9.4 Provider remittance advice

9.4.a Explanation of dental plan reimbursement (remittance advice)

The Provider Remittance Advice is a claim detail of each patient and each procedure considered for payment. Use these as a guide to reconcile member payments. As a best practice, it is recommended that remittance advice is kept for future reference and reconciliation.

Below is a list and description of each field:

PROVIDER NAME AND ID NUMBER- Provider Name and ID number – Treating dentists name, Practitioner ID number (NPI National Provider Identifier, TIN Tax Identification Number)

PROVIDER LOCATION AND ID - Treating location as identified on submitted claim and location ID number

AMOUNT BILLED - Amount submitted by provider

AMOUNT PAYABLE - Amount payable after benefits have been applied

PATIENT PAY - Any amounts owed by the patient after benefits have been applied

OTHER INSURANCE - Amount payable by another carrier

PRIOR MONTH ADJUSTMENT - Adjustment amount(s) applied to prior overpayments

NET AMOUNT (Summary Page) - Total amount paid

PATIENT NAME

SUBSCRIBER/MEMBER NO - Identifying number on the subscriber's ID card

PATIENT DOB

PLAN - Health plan through which the member receives benefits (i.e., UnitedHealthcare Community Plan)

PRODUCT - Benefit plan that the member is under (i.e., Medicaid or Family Care)

ENCOUNTER NUMBER - Claim reference number

BENEFIT LEVEL - In or out-of-network coverage

LINE ITEM NUMBER - Reference number for item number within a claim

DOS - Dates of Service: Dates that services are rendered/performed

CODE - Procedure code of service performed

TOOTH NO. - Tooth Number procedure code of service performed (if applicable)

SURFACE(S) - Tooth Surface of service performed (if applicable)

PLACE OF SERVICE - Treating location (office, hospital, other)

QTY OR NO. OF UNITS

PAYMENT PERCENTAGE - Reflects benefit coverage level in terms of percentage to be paid by plan

PAYABLE AMOUNT - Contracted amount

COPAY AMOUNT - Member responsibility

COINSURANCE AMOUNT - Member responsibility of total payment amount

DEDUCTIBLE AMOUNT - Member responsibility before benefits begin

PATIENT PAY - Amount to be paid by the member

OTHER INSURANCE AMOUNT - Amount paid by other carriers

NET AMOUNT (Services Detail) - Final amount to be paid

EXCEPTION CODES - Codes that explain how the claim was adjudicated

9.4.b Provider Remittance Advice sample (page 1)

UnitedHealthcare MO Medicaid

Payee ID: 55555 | Payee Name: Dental Office Name | Remittance Date: 10/20/2017

UnitedHealthcare

Please address questions to:

UnitedHealthcare MO Medicaid
PO Box 1427
Milwaukee, WI 53201

Contact: UnitedHealthcare Community Plan - Provider Services
Phone: (855)934-9818
Fax:

Dental Office Name
Street Address
City, State ZIP

Current Period:	**10/20/2017**
Payee ID:	55555
Phone:	(555)555-5555
Fax:	(555)555-5555
Tax ID:	555555555

Remittance Summary

Fee For Service:	**$2,164.33**
Budget Allocation:	**$0.00**
Capitation:	**$0.00**
Case Fees:	**$0.00**
Additional Compensation:	**$0.00**
Prior Period Recovery and other Payee Adjustments:	**$0.00**
Total:	**$2,164.33**

What if I do not agree with this decision?
If you do not agree with the denial, you may appeal. You may appeal within 90 calendar days after the payment, denial or recoupment of a timely claim submission. Administrative appeals should be sent to the address below.
UnitedHealthcare Community Plan
P.O. Box 1427
Milwaukee, WI 53201
If you have any questions, please call Provider Customer Services at 855-934-9818

Ref #: 34143 / 169 | Page 1

9.4.c Provider Remittance Advice sample (page 2)

UnitedHealthcare MO Medicaid

Payee ID: 55555 Payee Name: Dental Office Name Remittance Date: 10/20/2017

Fee For Service Summary

Dental Office Name
Street Address
City, State ZIP

Provider / ID	Location / ID	Amount Billed	Amount Payable	Patient Pay	Other Insurance	Prior Mo. Adj	Net Amount
Provider Name/ 55555	Dental Office Name / 55555	$4,785.00	$1,870.84	$0.00	$0.00	$0.00	$1,870.84
Provider Name / 55555	Dental Office Name / 55555	$1,110.00	$109.37	$0.00	$0.00	$0.00	$109.37
Provider Name / 55555	Dental Office Name / 55555	$450.00	$184.12	$0.00	$0.00	$0.00	$184.12
	Totals:	**$6,345.00**	**$2,164.33**	**$0.00**	**$0.00**	**$0.00**	**$2,164.33**

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9.4.d Provider Remittance Advice sample (page 3)

UnitedHealthcare MO Medicaid

Payee ID: 55555 | Payee Name: Dental Office Name | Remittance Date: 10/20/2017

Services Detail

FFS - Fee For Service	GBA - Global Budget Allocation
CAP - Capitation	CASE - Case Fee
ENC - Encounter Payment	

Patient Name: Last, First Name
Subscriber/Member: 555555555 / 00
DOB: 00/00/0000
Office Reference No: 555555555
Provider Name: Last, First Name
Provider NPI: 5555555555
Plan: UnitedHealthcare Missouri
Product: UHC MO Medicaid
Encounter #: **55555555555555**
Referral #:
Referral Date:
Benefit Level: In Network

ITM	DOS	CODE	POS	BILLED QTY	BILLED AMOUNT	ALLOWED QTY	ALLOWED AMOUNT	PAY %	PAYABLE AMOUNT	COPAY AMOUNT	COINS AMOUNT	DEDUCT AMOUNT	PATIENT PAY	OTHER INSUR	NET AMOUNT	PAY CODE
1	10/16/17	D2740 4	11	1	$885.00	0	$0.00	100.00 %	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	FFS
2	10/16/17	D2954 4	11	1	$225.00	1	$109.37	100.00 %	$109.37	$0.00	$0.00	$0.00	$0.00	$0.00	$109.37	FFS
					$1,110.00		**$109.37**		**$109.37**	**$0.00**	**$0.00**	**$0.00**	**$0.00**	**$0.00**	**$109.37**	

ITEM: 1 Exception Code: 1096 Service Authorization not Found.

Patient Name: Last, First Name
Subscriber/Member: 555555555 / 00
DOB: 00/00/0000
Office Reference No: 555555555
Provider Name: Last, First Name
Provider NPI: 5555555555
Plan: UnitedHealthcare Missouri
Product: UHC MO Medicaid Adult
Encounter #: **55555555555555**
Referral #:
Referral Date:
Benefit Level: In Network

ITM	DOS	CODE	POS	BILLED QTY	BILLED AMOUNT	ALLOWED QTY	ALLOWED AMOUNT	PAY %	PAYABLE AMOUNT	COPAY AMOUNT	COINS AMOUNT	DEDUCT AMOUNT	PATIENT PAY	OTHER INSUR	NET AMOUNT	PAY CODE
1	10/12/17	D2392 29 DO	11	1	$135.00	1	$71.84	100.00 %	$71.84	$0.00	$0.00	$0.00	$0.00	$0.00	$71.84	FFS
2	10/12/17	D7140 30	11	1	$160.00	1	$52.28	100.00 %	$52.28	$0.00	$0.00	$0.00	$0.00	$0.00	$52.28	FFS
					$295.00		**$124.12**		**$124.12**	**$0.00**	**$0.00**	**$0.00**	**$0.00**	**$0.00**	**$124.12**	

Patient Name: Last, First Name
Subscriber/Member: 555555555 / 00
DOB: 00/00/0000
Office Reference No: 555555555
Provider Name: Last, First Name
Provider NPI: 5555555555
Plan: UnitedHealthcare Missouri
Product: UHC MO Medicaid Adult
Encounter #: **55555555555555**
Referral #:
Referral Date:
Benefit Level: In Network

ITM	DOS	CODE	POS	BILLED QTY	BILLED AMOUNT	ALLOWED QTY	ALLOWED AMOUNT	PAY %	PAYABLE AMOUNT	COPAY AMOUNT	COINS AMOUNT	DEDUCT AMOUNT	PATIENT PAY	OTHER INSUR	NET AMOUNT	PAY CODE
1	10/12/17	D0120 00	11	1	$50.00	1	$0.00	100.00 %	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	FFS
2	10/12/17	D0220 00	11	1	$25.00	1	$9.58	100.00 %	$9.58	$0.00	$0.00	$0.00	$0.00	$0.00	$9.58	FFS
3	10/12/17	D0230 00	11	1	$20.00	1	$7.98	100.00 %	$7.98	$0.00	$0.00	$0.00	$0.00	$0.00	$7.98	FFS
4	10/12/17	D0274 00	11	1	$50.00	1	$21.63	100.00 %	$21.63	$0.00	$0.00	$0.00	$0.00	$0.00	$21.63	FFS
5	10/12/17	D2392 13 DO	11	1	$135.00	1	$71.84	100.00 %	$71.84	$0.00	$0.00	$0.00	$0.00	$0.00	$71.84	FFS
					$280.00		**$111.03**		**$111.03**	**$0.00**	**$0.00**	**$0.00**	**$0.00**	**$0.00**	**$111.03**	

ITEM: 1 Exception Code: 1039 This service is not covered under the plan.

Patient Name: Last, First Name
Subscriber/Member: 555555555 / 00
DOB: 00/00/0000
Office Reference No: 555555555
Provider Name: Last, First Name
Provider NPI: 5555555555
Plan: UnitedHealthcare Missouri
Product: UHC MO Medicaid
Encounter #: **55555555555555**
Referral #:
Referral Date:
Benefit Level: In Network

ITM	DOS	CODE	POS	BILLED QTY	BILLED AMOUNT	ALLOWED QTY	ALLOWED AMOUNT	PAY %	PAYABLE AMOUNT	COPAY AMOUNT	COINS AMOUNT	DEDUCT AMOUNT	PATIENT PAY	OTHER INSUR	NET AMOUNT	PAY CODE
1	10/12/17	D0150 00	11	1	$55.00	1	$39.66	100.00 %	$39.66	$0.00	$0.00	$0.00	$0.00	$0.00	$39.66	FFS
2	10/12/17	D0210 00	11	1	$125.00	1	$40.72	100.00 %	$40.72	$0.00	$0.00	$0.00	$0.00	$0.00	$40.72	FFS
3	10/12/17	D1120 00	11	1	$60.00	1	$21.95	100.00 %	$21.95	$0.00	$0.00	$0.00	$0.00	$0.00	$21.95	FFS
4	10/12/17	D1208 00	11	1	$25.00	1	$11.98	100.00 %	$11.98	$0.00	$0.00	$0.00	$0.00	$0.00	$11.98	FFS
					$265.00		**$114.31**		**$114.31**	**$0.00**	**$0.00**	**$0.00**	**$0.00**	**$0.00**	**$114.31**	

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9.5 Overpayment

If you find an overpaid claim, notify us of the overpayment immediately. Send us the overpayment within the time specified in your Agreement. If your payment is not received by that time, we may apply the overpayment against future claim payments in accordance with our Agreement and applicable law.

If you prefer us to recoup the funds from your next payment, call Provider Services.

If you prefer to mail a refund, send an Overpayment Return Check with the following information:

- Name and contact information for the person authorized to sign checks or approve financial decisions.
- Member identification number (e.g., ACC, DD, ALTCS EPD).
- Date of service.
- Original claim number (if known).
- Date of payment.
- Amount paid.
- Amount of overpayment.
- Overpayment reason.
- Check number
  Submit to:
  Overpayment
  P.O. Box 481
  Milwaukee, WI 53201

9.6 Tips for successful claims resolution

- Do not let claim issues grow or go unresolved.
- Call Provider Services if you can't verify a claim is on file.
- Do not resubmit validated claims on file unless submitting a corrected claim with the required indicators.
- File adjustment requests and claims disputes within contractual time requirements.
- If you must exceed the maximum daily frequency for a procedure, submit the medical records justifying medical necessity. If you have questions, call Provider Services.
- UnitedHealthcare Community Plan is the payer of last resort. This means you must bill and get an EOB from other insurance or source of health care coverage before billing UnitedHealthcare Community Plan. Secondary claims must be received within 180 calendar days from the date of service, even if the primary carrier has not made payment.
- When submitting appeal or reconsiderations requests, provide the same information required for a clean claim. Explain the discrepancy, what should have been paid and why.

9.7 Payment for non-covered services

When non-covered services are provided for Medicaid members, providers shall hold members and UnitedHealthcare Community Plan harmless, except as outlined below.

In instances when non-covered services are recommended by the provider or requested by the member, an Informed Consent Form or similar waiver must be signed by the member confirming:

- That the member was informed and given written acknowledgement regarding proposed treatment plan and associated costs in advance of rendering treatment;
- That those specific services are not covered under the member's plan and that the member is financially liable for such services rendered.
- That the member was advised that they have the right to request a determination from the insurance company prior to services being rendered.

Please note: It is recommended that benefits and eligibility be confirmed by the provider before treatment is rendered. Members are held harmless and cannot be billed for services that are covered under the plan.

9.8 Radiology requirements

Guidelines for providing radiographs are as follows:

- Send a copy or duplicate radiograph instead of the original.
- Radiograph must be diagnostic for the condition or site.
- Radiographs should be mounted and labeled with the practice name, patient name and exposure date (not the duplication date).
- When a radiograph does not demonstrate a clinical condition well, an intra-oral photo and/or narrative are suggested as additional diagnostic aides.

X-rays submitted with Authorizations or Claims will not be returned. This includes original film radiographs, duplicate films, paper copies of x-rays and photographs.

Electronic submission, rather than paper copies of digital x-rays is preferred. Film copies are only accepted if labeled, mounted and paper clipped to the authorization. Please do not utilize staples.

Orthodontic and other models are not accepted forms of supporting documentation and will not be reviewed. Orthodontic models will be returned to you along with a copy of the paperwork submitted.

Please note: Authorizations, including attachments, can be submitted online at no additional cost by visiting our website: **UHCdental.com/medicaid**.

9.9 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 claim to be adjusted with the correct information. As part of this process, the original claim will be recouped and a new claim processed in its place with any necessary changes.

On the other hand, if a claim or service 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 member 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) 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?

- Electronically – Clearing House
- Electronically – Dental Hub (**only if original claim was submitted on the Dental Hub. If original claim was not submitted on the Dental Hub, another method should be utilized**)

- Provider Web Portal (PWP)
- Paper

Electronic submission are the most efficient and preferred method. If Providers do not have access to electronic submissions, and need to submit on paper, the following steps are required.

- Must be submitted 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.

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 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 a new authorization being obtained.
- 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 member 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 handbook 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. As a reminder the Corrected Claim mailing address is found below.

Submit to:
Corrected Claims
PO Box 481
Milwaukee, WI 53201

Appendices for the State of Massachusetts

Appendix A: Resources and services — how we help you

Addresses and phone numbers

Need:	Address:	Phone Number:	Payer I.D.:	Submission Guidelines:	Form(s) Required:
Claim Submission (initial)	Claims: UnitedHealthcare Dental P.O. Box 637 Milwaukee, WI 53201	**1-855-812-9210**	GP133	Within 90 calendar days from the date of service For secondary claims, within 30 days from the primary payer determination	ADA* Claim Form, 2019 version or later
Corrected Claims	Corrected Claims: UnitedHealthcare Dental P.O. Box 481 Milwaukee, WI 53201	**1-855-812-9210**	N/A	Within 30 calendar days from date of service.	ADA Claim Form Reason for requesting adjustment or resubmission
Claim Appeals (Appeal of a denied or reduced payment)	Claim Appeals: UnitedHealthcare Dental Attn: Appeals Department P.O. Box 196 Milwaukee, WI 53201	**1-855-812-9210**	N/A	Within 60 calendar days after the claim determination	Supporting documentation, including claim number is required for processing.
Prior Authorization Requests	Pre-authorizations: UnitedHealthcare Dental P.O. Box 700 Milwaukee, WI 53201	**1-855-812-9210**	GP133	N/A	ADA Claim Form – check the box titled: Request for Predetermination / Preauthorization section of the ADA Dental Claim Form
Member Benefit Appeal for Service Authorization (Appeal of a denied or reduced service)	UnitedHealthcare Community Attn: Appeals and Grievances Unit P.O. Box 31364 Salt Lake City, UT 84131-0364	**1-888-867-5511**	N/A	Within 60 calendar days from the date of the adverse benefit determination	N/A

Appendix B: Member benefits/exclusions and limitations

For the most updated member benefits, exclusions, and limitations please visit our website at **UHCdental.com/medicaid**. We align benefit design to meet all regulatory requirements by Massachusetts Medicaid and the Massachusetts Legislature including the Massachusetts Medicaid Provider Billing Manual.

B.1 Exclusions & limitations

Please refer to the benefits grid for applicable exclusions and limitations and covered services. Standard ADA coding guidelines are applied to all claims.

Please note that implant supported bridges and/or any implant supported dentures and/or partials are not a covered benefit under this plan. Single unit implant supported crowns are a covered benefit, please refer to benefit grid (Appendix B.2).

Any service not listed as a covered service in the benefit grids (Appendix B.2) is excluded.

Please call Provider Services at **1-855-812-9210** if you have any questions regarding frequency limitations.

General exclusions

1. Unnecessary dental services.
2. Any dental procedure performed solely for cosmetic/aesthetic reasons.
3. Reconstructive surgery, regardless of whether or not the surgery is incidental to a dental disease, injury, or congenital anomaly when the primary purpose is to improve physiological functioning of the involved part of the body.
4. Any dental procedure not directly associated with dental disease.
5. Any procedure not performed in a dental setting that has not had prior authorization.
6. Procedures that are considered experimental, investigational or unproven. This includes pharmacological regimens not accepted by the American Dental Association Council on Dental Therapeutics. The fact that an experimental, investigational or unproven service, treatment, device or pharmacological regimen is the only available treatment for a particular condition will not result in coverage if the procedure is considered to be experimental, investigational or unproven in the treatment of that particular condition.
7. Service for injuries or conditions covered by workers' compensation or employer liability laws, and services that are provided without cost to the covered persons by any municipality, county or other political subdivision. This exclusion does not apply to any services covered by Medicaid or Medicare.
8. Expenses for dental procedures begun prior to the covered person's eligibility with the plan.
9. Dental services otherwise covered under the policy, but rendered after the date that an individual's coverage under the policy terminates, including dental services for dental conditions arising prior to the date that an individual's coverage under the policy terminates.
10. Services rendered by a provider with the same legal residence as a covered person or who is a member of a covered person's family, including a spouse, brother, sister, parent or child.
11. Charges for failure to keep a scheduled appointment without giving the dental office proper notification.

B.2 Benefit grid

The following Benefit Grid contains all covered dental procedures and is intended to align to all State and Federal regulatory requirements; therefore, this Grid is subject to change. For the most updated member benefits, exclusions, and limitations please visit our website at **UHCdental.com/medicaid**.

Code	Description	Limitations	Auth	Clinical Documentation
D0120	Periodic Oral Evaluation - Established Patient	2 PER 1 ACCUM YEAR	No	
D0140	Limited Oral Evaluation - Problem Focused		No	
D0150	Comprehensive Oral Evaluation - New Or Established Patient	1 PER 1 LIFETIME	No	
D0170	Re-Evaluation - Limited, Problem Focused		No	
D0180	Comprehensive Periodontal Evaluation - New Or Established Patient	1 PER 1 ACCUM YEAR	No	
D0190	Screening Of A Patient	2 PER 1 ACCUM YEAR	No	
D0191	Assessment Of A Patient	1 PER 1 ACCUM YEAR	No	
D0210	Intraoral - Complete Series of Radiographic Images	1 PER 1 ACCUM YEAR	No	
D0220	Intraoral - Periapical First Radiographic Image		No	
D0230	Intraoral - Periapical Each Additional Image		No	
D0240	Intraoral - Occlusal Radiographic Image	2 PER 1 ACCUM YEAR	No	
D0250	Extraoral - 2D Projection Radiographic image	1 PER 1 ACCUM YEAR	No	
D0251	Extra-Oral Posterior Dental Radiographic Image		No	
D0270	Bitewing - Single Radiographic Image	2 PER 1 ACCUM YEAR	No	
D0272	Bitewings - Two Radiographic Images	2 PER 1 ACCUM YEAR	No	
D0273	Bitewings - Three Radiographic Images	2 PER 1 ACCUM YEAR	No	
D0274	Bitewings - Four Radiographic Images	2 PER 1 ACCUM YEAR	No	
D0277	Vertical Bitewings - 7 To 8 Radiographic Images	1 PER 1 ACCUM YEAR	No	
D0310	Sialography	1 PER 1 ACCUM YEAR	No	
D0320	Temporomandibular Joint Arthrogram, Including Injection		No	
D0321	Other Temporomandibular Joint Radiographic Images, By Report		No	
D0330	Panoramic Radiographic Image	1 PER 3 FLOATING YEARS	No	
D0340	2D Cephalometric Radiographic Image		No	
D0350	Oral/Facial Photographic Images	1 PER 1 ACCUM YEAR	Yes	Narrative of medical necessity with claim
D0460	Pulp Vitality Tests		No	
D0470	Diagnostic Casts		No	
D0472	Accession Of Tissue, Gross Examination		No	
D0480	Accession Of Exfoliative Cytologic Smears, Microscopic Examination		No	
D1110	Prophylaxis - Adult	2 PER 1 ACCUM YEAR	No	
D1206	Topical Application Of Fluoride Varnish	2 PER 1 ACCUM YEAR	No	
D1208	Topical Application of Fluoride	2 PER 1 ACCUM YEAR	No	
D1330	Oral Hygiene Instructions		No	
D1354	Interim Caries Arresting Medicament Application - per tooth	2 PER 1 LIFETIME	No	
D1701	Pfizer-BioNTech COVID-19 vaccine administration – first dose	1 PER LIFETIME PER MEMBER	No	
D1702	Pfizer-BioNTech COVID-19 vaccine administration – second dose	1 PER LIFETIME PER MEMBER	No	
D1703	Moderna COVID-19 vaccine administration – first dose	1 PER LIFETIME PER MEMBER	No	

Code	Description	Limitations	Auth	Clinical Documentation
D1704	Moderna COVID-19 vaccine administration – second dose	1 PER LIFETIME PER MEMBER	No	
D1707	Janssen (Johnson & Johnson) COVID-19 vaccine administration	1 PER LIFETIME PER MEMBER	No	
D1708	Pfizer-BioNTech Covid-19 vaccine administration – third dose SARSCOV2 COVID-19 V	1 PER LIFETIME PER MEMBER	No	
D1709	Pfizer-BioNTech Covid-19 vaccine administration – booster dose SARSCOV2 COVID-19	1 PER LIFETIME PER MEMBER	No	
D1710	Moderna Covid-19 vaccine administration – third dose SARSCOV2 COVID-19 VAC mRNA	1 PER LIFETIME PER MEMBER	No	
D1711	Moderna Covid-19 vaccine administration – booster dose SARSCOV2 COVID-19 VAC mRN	1 PER LIFETIME PER MEMBER	No	
D1712	Janssen Covid-19 vaccine administration - booster dose SARSCOV2 COVID-19 VAC Ad2	1 PER LIFETIME PER MEMBER	No	
D1713	Pfizer-BioNTech Covid-19 vaccine administation tris-sucrose pediatric - first dose	1 PER LIFETIME PER MEMBER	No	
D1714	Pfizer-BioNTech Covid-19 vaccine administation tris-sucrose pediatric - second dose	1 PER LIFETIME PER MEMBER	No	
D2140	Amalgam - One Surface, Primary Or Permanent	1 PER 1 ACCUM YEAR	No	
D2150	Amalgam - Two Surfaces, Primary Or Permanent	1 PER 1 ACCUM YEAR	No	
D2160	Amalgam - Three Surfaces, Primary Or Permanent	1 PER 1 ACCUM YEAR	No	
D2161	Amalgam - Four Or More Surfaces, Primary Or Permanent	1 PER 1 ACCUM YEAR	No	
D2330	Resin-Based Composite - One Surface, Anterior	1 PER 1 ACCUM YEAR	No	
D2331	Resin-Based Composite - Two Surfaces, Anterior	1 PER 1 ACCUM YEAR	No	
D2332	Resin-Based Composite - Three Surfaces, Anterior		No	
D2335	Resin-Based Composite - Four Or More Surfaces Or Involving Incisal Angle		No	
D2390	Resin-Based Composite Crown, Anterior		No	
D2391	Resin-Based Composite - One Surface, Posterior		No	
D2392	Resin-Based Composite - Two Surfaces, Posterior		No	
D2393	Resin-Based Composite - Three Surfaces, Posterior		No	
D2394	Resin-Based Composite - Four Or More Surfaces, Posterior		No	
D2510	Inlay - Metallic - One Surface		No	
D2520	Inlay - Metallic - Two Surfaces		No	
D2530	Inlay - Metallic - Three Surfaces		No	
D2542	Onlay - Metallic - Two Surfaces		No	
D2543	Onlay - Metallic - Three Surfaces		No	
D2544	Onlay - Metallic - Four Or More Surfaces		Yes	PA x-ray of tooth, Narrative of necessity if decay not evident on x-ray
D2610	Inlay - Porcelain/Ceramic - One Surface		No	
D2620	Inlay - Porcelain/Ceramic - Two Surfaces		No	
D2630	Inlay - Porcelain/Ceramic - Three Surfaces		Yes	PA x-ray of tooth, Narrative of necessity if decay not evident on x-ray
D2642	Onlay - Porcelain/Ceramic - Two Surfaces		Yes	Pre-op x-rays of adjacent teeth and opposing teeth
D2643	Onlay - Porcelain/Ceramic - Three Surfaces		Yes	Pre-op x-rays of adjacent teeth and opposing teeth
D2644	Onlay - Porcelain/Ceramic - Four Or More Surfaces		Yes	Pre-op x-rays of adjacent teeth and opposing teeth
D2662	Onlay - Resin-Based Composite - Two Surfaces		Yes	Pre-op x-rays of adjacent teeth and opposing teeth
D2664	Onlay - Resin-Based Composite - Four Or More Surfaces		Yes	Pre-op x-rays of adjacent teeth and opposing teeth

Code	Description	Limitations	Auth	Clinical Documentation
D2710	Crown - Resin-Based Composite (Indirect)	1 PER 60 MONTHS	No	
D2721	Crown - Resin With Predominantly Base Metal	1 PER 60 MONTHS	Yes	PA x-ray of tooth, For tooth with RCT a PA of the final RCT is required
D2740	Crown - Porcelain/Ceramic	1 PER 60 MONTHS	No	
D2750	Crown - Porcelain Fused To High Noble Metal	1 PER 60 MONTHS	No	
D2751	Crown - Porcelain Fused To Predominantly Base Metal	1 PER 60 MONTHS	No	
D2783	Crown - 3/4 Porcelain/Ceramic	1 PER 60 MONTHS	Yes	PA x-ray of tooth, For tooth with RCT a PA of the final RCT is required
D2791	Crown - Full Cast Predominantly Base Metal	1 PER 60 MONTHS	Yes	PA x-ray of tooth, For tooth with RCT a PA of the final RCT is required
D2799	Provisional Crown	1 PER 60 MONTHS	Yes	Pre-treatment Periapical x-ray & Narrative
D2910	Re-Cement Or Re-Bond Inlay, Onlay, Veneer Or Partial Coverage Restoration		No	
D2920	Re-Cement or Re-Bond Crown		No	
D2930	Prefabricated Stainless Steel Crown - Primary Tooth		No	
D2931	Prefabricated Stainless Steel Crown - Permanent Tooth		No	
D2932	Prefabricated Resin Crown		No	
D2933	Prefabricated Stainless Steel Crown With Resin Window		No	
D2940	Protective Restoration		No	
D2950	Core Buildup, Including Any Pins When Required	1 PER 60 MONTHS	Yes	Pre-op x-rays of tooth
D2951	Pin Retention - Per Tooth, In Addition To Restoration		No	
D2952	Post And Core In Addition To Crown, Indirectly Fabricated		Yes	Pre-op x-rays of tooth
D2953	Each Additional Indirectly Fabricated Post - Same Tooth		Yes	Pre-op x-rays of tooth
D2954	Prefabricated Post And Core In Addition To Crown	1 PER 60 MONTHS	Yes	Pre-op x-rays of tooth
D2955	Post Removal		No	
D2960	Labial Veneer (Resin Laminate) - Chairside		No	
D2961	Labial Veneer (Resin Laminate) - Laboratory		No	
D2962	Labial Veneer (Porcelain Laminate) - Laboratory		Yes	Pre-op x-rays of tooth
D2980	Crown Repair		No	
D2999	Unspecified Restorative Procedure, By Report		No	
D3110	Pulp Cap - Direct (Excluding Final Restoration)		No	
D3120	Pulp Cap - Indirect (Excluding Final Restoration)		No	
D3220	Therapeutic Pulpotomy		No	
D3221	Pulpal Debridement - Primary And Permanent Teeth		No	
D3222	Partial Pulpotomy For Apexogenesis - Permanent Tooth		No	
D3310	Endodontic Therapy, Anterior Tooth (Excluding Final Restoration)		No	
D3320	Endodontic Therapy Premolar Tooth (Excluding Final Restoration)		No	
D3330	Endodontic Therapy, Molar tooth (Excluding Final Restoration)		No	
D3332	Incomplete Endodontic Therapy		No	
D3333	Internal Root Repair Of Perforation Defects		No	

Code	Description	Limitations	Auth	Clinical Documentation
D3346	Retreatment Of Previous Root Canal Therapy - Anterior		No	
D3347	Retreatment Of Previous Root Canal Therapy - Premolar		No	
D3348	Retreatment Of Previous Root Canal Therapy - Molar		No	
D3351	Apexification / Recalcification - Initial Visit		No	
D3352	Apexification / Recalcification - Interim		No	
D3353	Apexification / Recalcification - Final Visit		No	
D3354	Pulpal Regeneration		No	
D3410	Apicoectomy - Anterior		No	
D3421	Apicoectomy - Premolar (First Root)		No	
D3425	Apicoectomy - Molar (First Root)		No	
D3426	Apicoectomy - Each Additional Root)		No	
D3430	Retrograde Filling - Per Root		No	
D3450	Root Amputation - Per Root		No	
D3460	Endodontic Endosseous Implant		No	
D3999	Unspecified Endodontic Procedure, By Report		Yes	Description of procedure and narrative of medical necessity
D4210	Gingivectomy Or Gingivoplasty - Four Or More Contiguous Teeth	1 PER 36 MONTHS	Yes	Pre-op x-rays of the tooth/area and Completed 6 point perio chart
D4211	Gingivectomy Or Gingivoplasty - One To Three Contiguous Teeth	1 PER 36 MONTHS	Yes	Pre-op x-rays of the tooth/area and Completed 6 point perio chart
D4240	Gingival Flap Procedure, Including Root Planing - Four Or More Contiguous Teeth		Yes	Pre-op X-rays of the tooth/area, Complete 6 point perio chart, narrative
D4249	Clinical Crown Lengthening - Hard Tissue	1 PER 36 MONTHS	Yes	Pre-op X-rays of the tooth/area, Complete 6 point perio chart, narrative
D4260	Osseous Surgery (Including Flap And Closure) - Four Or More Teeth	1 PER 36 MONTHS	Yes	Pre-op X-rays of the tooth/area, Complete 6 point perio chart, narrative
D4261	Osseous Surgery (Including Flap And Closure) - One To Three Teeth		Yes	Pre-op X-rays of the tooth/area, Complete 6 point perio chart, narrative
D4263	Bone Replacement Graft - First Site In Quadrant	1 PER 36 MONTHS	Yes	Pre-op x-rays of the tooth/area and Completed 6 point perio chart
D4264	Bone Replacement Graft - Each Additional Site In Quadrant	1 PER 36 MONTHS	Yes	Pre-op x-rays of the tooth/area and Completed 6 point perio chart
D4266	Guided Tissue Generation - Resorbable Barrier, Per Site	1 PER 36 MONTHS	Yes	Pre-op X-rays of the tooth/area, Complete 6 point perio chart, narrative
D4267	Guided Tissue Regeneration		Yes	Pre-op X-rays of the tooth/area, Complete 6 point perio chart, narrative
D4270	Pedicle Soft Tissue Graft Procedure		Yes	Pre-op X-rays of the tooth/area, Complete 6 point perio chart, narrative
D4273	Autogenous Connective Tissue Graft Proc, First Tooth, Implant Or Tooth Position	1 PER 36 MONTHS	Yes	Pre-op X-rays of the tooth/area, Complete 6 point perio chart, narrative
D4274	Distal Or Proximal Wedge Procedure		Yes	Pre-op X-rays of the tooth/area, Complete 6 point perio chart, narrative
D4277	Free Soft Tissue Graft Procedure (Including Donor Site Surgery) First		Yes	Pre-op X-rays of the tooth/area, Complete 6 point perio chart, narrative
D4278	Free Soft Tissue Graft Procedure (Including Donor Site Surgery) Each Additional		Yes	Pre-op X-rays of the tooth/area, Complete 6 point perio chart, narrative
D4320	Provisional Splinting - Intracoronal		Yes	Pre-op X-rays of the tooth/area, Complete 6 point perio chart, narrative
D4321	Provisional Splinting - Extracoronal		Yes	Pre-op X-rays of the tooth/area, Complete 6 point perio chart, narrative
D4341	Periodontal Scaling And Root Planing - Four Or More Teeth Per Quadrant	2 PER 1 ACCUM YEAR	No	

Code	Description	Limitations	Auth	Clinical Documentation
D4342	Periodontal Scaling And Root Planing - One To Three Teeth Per Quadrant	2 PER 1 ACCUM YEAR	No	
D4355	Full Mouth Debridement		No	
D4381	Localized Delivery Of Antimicrobial Agents Via A Controlled Release Vehicle	1 PER 24 MONTHS	Yes	PAN or FMX, Complete 6 point perio chart and date of previous SRP
D4910	Periodontal Maintenance	2 PER 1 ACCUM YEAR	No	
D4999	Unspecified Periodontal Procedure, By Report		Yes	Description of procedure and narrative of medical necessity
D5110	Complete Denture - Maxillary	1 PER 5 FLOATING YEARS	No	
D5120	Complete Denture - Mandibular	1 PER 5 FLOATING YEARS	No	
D5130	Immediate Denture - Maxillary	1 PER 60 MONTHS	No	
D5140	Immediate Denture - Mandibular	1 PER 60 MONTHS	No	
D5211	Maxillary Partial Denture - Resin Base	1 PER 5 FLOATING YEARS	No	
D5212	Mandibular Partial Denture - Resin Base	1 PER 5 FLOATING YEARS	No	
D5213	maxillary partial denture - cast metal framework with resin denture bases	1 PER 60 MONTHS	No	
D5214	mandibular partial denture - cast metal framework with resin denture bases	1 PER 60 MONTHS	No	
D5225	Maxillary Partial Denture - Flexible Base	1 PER 5 FLOATING YEARS	No	
D5226	Mandibular Partial Denture - Flexible Base	1 PER 5 FLOATING YEARS	No	
D5282	Removable Unilateral Partial Denture - One Piece Cast Metal - Maxillary		No	
D5283	Removable Unilateral Partial Denture - One Piece Cast Metal - Mandibular		Yes	Panoramic or FMX
D5410	Adjust Complete Denture - Maxillary		No	
D5411	Adjust Complete Denture - Mandibular		No	
D5421	Adjust Partial Denture - Maxillary		No	
D5422	Adjust Partial Denture - Mandibular		No	
D5511	Repair Broken Complete Denture Base - Mandibular		No	
D5512	Repair Broken Complete Denture Base - Maxillary		No	
D5520	Replace Missing Or Broken Teeth - Complete Denture (Each Tooth)		No	
D5611	Repair Resin Partial Denture Base - Mandibular		No	
D5612	Repair Resin Partial Denture Base - Maxillary		No	
D5621	Repair Cast Partial Framework - Mandibular		No	
D5622	Repair Cast Partial Framework - Maxillary		No	
D5630	Repair Or Replace Broken Retentive / Clasping Materials - Per Tooth		No	
D5640	Replace Broken Teeth - Per Tooth		No	
D5650	Add Tooth To Existing Partial Denture		No	
D5660	Add Clasp To Existing Partial Denture - Per Tooth		No	
D5730	Reline Complete Maxillary Denture (Chairside)		No	
D5731	Reline Complete Mandibular Denture (Chairside)		No	
D5740	Reline Maxillary Partial Denture (Chairside)		No	
D5741	Reline Mandibular Partial Denture (Chairside)		No	
D5750	Reline Complete Maxillary Denture (Laboratory)		No	
D5751	Reline Complete Mandibular Denture (Laboratory)		No	
D5760	Reline Maxillary Partial Denture (Laboratory)		No	
D5761	Reline Mandibular Partial Denture (Laboratory)		No	

Code	Description	Limitations	Auth	Clinical Documentation
D5810	Interim Complete Denture (Maxillary)		Yes	Panoramic or FMX
D5811	Interim Complete Denture (Mandibular)		Yes	Panoramic or FMX
D5820	Interim Partial Denture (Maxillary)		Yes	Panoramic or FMX
D5821	Interim Partial Denture (Mandibular)		Yes	Panoramic or FMX
D5850	Tissue Conditioning, Maxillary		No	
D5851	Tissue Conditioning, Mandibular		No	
D5862	Precision Attachment, By Report		Yes	FMX or panoramic and narrative of medical necessity
D5863	Overdenture - Complete Maxillary		Yes	Pre-op x-rays (excluding BWX)
D5864	Overdenture - Partial Maxillary		Yes	Pre-op x-rays (excluding BWX)
D5865	Overdenture - Complete Mandibular		Yes	Pre-op x-rays (excluding BWX)
D5866	Overdenture - Partial Mandibular		Yes	Pre-op x-rays (excluding BWX)
D5899	Unspecified Removable Prosthodontic Procedure, By Report		Yes	Description of procedure and narrative of medical necessity
D6010	Surgical Placement Of Implant Body: Endosteal Implant	4 PER 1 ACCUM YEAR	Yes	FMX or panoramic x-rays
D6040	Surgical Placement: Eposteal Implant	4 PER 1 FLOATING YEAR	Yes	Panoramic or FMX
D6055	Connecting Bar - Implant Supported Or Abutment Supported		Yes	Pre-op x-rays
D6056	Prefabricated Abutment - Includes Modification And Placement		Yes	Pre-op x-rays
D6057	Custom Fabricated Abutment - Includes Placement		Yes	Pre-op x-rays
D6058	Abutment Supported Porcelain/Ceramic Crown		Yes	Pre-op x-rays
D6059	Abutment Supported Porcelain Fused To Metal Crown (High Noble Metal)		Yes	Pre-op x-rays
D6060	Abutment Supported Porcelain Fused To Metal Crown (Predominantly Base Metal)		Yes	Pre-op x-rays
D6061	Abutment Supported Porcelain Fused To Metal Crown (Noble Metal)		Yes	Pre-op x-rays
D6062	Abutment Supported Cast Metal Crown (High Noble Metal)		Yes	Pre-op x-rays
D6063	Abutment Supported Cast Metal Crown (Predominantly Base Metal)		Yes	Pre-op x-rays
D6064	Abutment Supported Cast Metal Crown (Noble Metal)		Yes	Pre-op x-rays
D6066	implant supported crown – porcelain fused to metal crown (titanium, titanium all		Yes	Pre-op x-rays
D6067	implant supported metal crown – (titanium, titanium alloy, high noble metals all		Yes	Pre-op x-rays
D6080	Implant Maintenance Procedures, Including Removal And Reinsertion Of Prosthesis		Yes	Narrative of medical necessity
D6110	Implant/Abutment Supported Removable Denture For Edentulous Maxillary Arch	1 PER CODE EVERY 60 MONTHS	Yes	FMX or Pano, narrative of medical necessity
D6111	Implant/Abutment Supported Removable Denture For Edentulous Mandibular Arch	1 PER CODE EVERY 60 MONTHS	Yes	FMX or Pano, narrative of medical necessity
D6112	Implant/Abutment Supported Removable Denture-Partially Edentulous Maxillary Arch	1 PER CODE EVERY 60 MONTHS	Yes	FMX or Pano, narrative of medical necessity
D6113	Implant/Abutment Supported Removable Denture-Partially Edentulous Mand. Arch	1 PER CODE EVERY 60 MONTHS	Yes	FMX or Pano, narrative of medical necessity
D6191	Semi-precision abutment - placement	1 PER 60 MONTHS	Yes	FMX or Pano, narrative of medical necessity
D6192	Semi-precision attachment - placement	1 PER 60 MONTHS	Yes	FMX or Pano, narrative of medical necessity
D6210	Pontic - Cast High Noble Metal		Yes	Full arch radiographs w/Charting of missing teeth
D6211	Pontic - Cast Predominantly Base Metal		No	

Code	Description	Limitations	Auth	Clinical Documentation
D6212	Pontic - Cast Noble Metal		No	
D6240	Pontic - Porcelain Fused To High Noble Metal	1 PER 60 MONTHS	Yes	Full arch radiographs w/Charting of missing teeth
D6241	Pontic - Porcelain Fused To Predominantly Base Metal	1 PER 60 MONTHS	Yes	Full arch radiographs w/Charting of missing teeth
D6242	Pontic - Porcelain Fused To Noble Metal	1 PER 60 MONTHS	Yes	Full arch radiographs w/Charting of missing teeth
D6250	Pontic - Resin With High Noble Metal	1 PER 60 MONTHS	Yes	Full arch radiographs w/Charting of missing teeth
D6251	Pontic - Resin With Predominantly Base Metal	1 PER 60 MONTHS	Yes	Full arch radiographs w/Charting of missing teeth
D6252	Pontic - Resin With Noble Metal		Yes	Full arch radiographs w/Charting of missing teeth
D6545	Retainer - Cast Metal For Resin Bonded Fixed Prosthesis		Yes	Full arch radiographs w/Charting of missing teeth
D6720	Retainer Crown - Resin With High Noble Metal		Yes	Full arch radiographs w/Charting of missing teeth
D6721	Retainer Crown - Resin With Predominantly Base Metal		No	
D6750	Retainer Crown - Porcelain Fused To High Noble Metal	1 PER 60 MONTHS	Yes	Full arch radiographs w/Charting of missing teeth
D6751	Retainer Crown - Porcelain Fused To Predominantly Base Metal	1 PER 60 MONTHS	Yes	Full arch radiographs w/Charting of missing teeth
D6752	Retainer Crown - Porcelain Fused To Noble Metal		Yes	Full arch radiographs w/Charting of missing teeth
D6780	Retainer Crown - 3/4 Cast High Noble Metal		No	
D6790	Retainer Crown - Full Cast High Noble Metal		No	
D6791	Retainer Crown - Full Cast Predominantly Base Metal		No	
D6792	Retainer Crown - Full Cast Noble Metal		No	
D6930	Re-Cement Or Re-Bond Fixed Partial Denture		No	
D6940	Stress Breaker		No	
D6950	Precison Attachment		No	
D6980	Fixed Partial Denture Repair		No	
D6999	Unspecified Fixed Prosthodontic Procedure, By Report		No	
D7111	Extraction, Coronal Remnants - PrimaryTooth		No	
D7140	Extraction, Erupted Tooth Or Exposed Root		No	
D7210	Extraction, Erupted Tooth		No	
D7220	Removal Of Impacted Tooth - Soft Tissue	1 PER 1 LIFETIME	No	
D7230	Removal Of Impacted Tooth - Partially Bony	1 PER 1 LIFETIME	No	
D7240	Removal Of Impacted Tooth - Completely Bony	1 PER 1 LIFETIME	No	
D7241	Removal Of Impacted Tooth - Completely Bony, Unusual Surgical Complications		No	
D7250	Removal Of Residual Tooth (Cutting Procedure)		No	
D7251	Coronectomy - Intentional Partial Tooth Removal	1 PER 1 LIFETIME	No	
D7260	Oroantral Fistula Closure		No	
D7261	Primary Closure Of Sinus Perforation		No	
D7270	Reimplantation And/Or Stabilization Of Accidentally Evulsed / Displaced Tooth		No	
D7272	Tooth Transplantation (Includes Reimplantation)		No	
D7280	Exposure of an Unerupted Tooth		No	
D7283	Placement Of Device To Facilitate Eruption Of Impacted Tooth		No	
D7285	Incisional Biopsy Of Oral Tissue - Hard (Bone, Tooth)		No	
D7286	Incisional Biopsy Of Oral Tissue - Soft		No	
D7290	Surgical Repositioning Of Teeth		No	

Code	Description	Limitations	Auth	Clinical Documentation
D7291	Transseptal Fiberotomy/Supra Crestal Fiberotomy, By Report		No	
D7295	Harvest Of Bone For Use In Autogenous Grafting Procedure		Yes	Narrative of medical necessity with claim
D7310	Alveoloplasty In Conjunction With Extractions - Four Or More Teeth		No	
D7311	Alveoloplasty In Conjunction With Extractions - One To Three Teeth		No	
D7320	Alveoloplasty Not In Conjunction With Extractions - Four Or More Teeth		No	
D7321	Alveoloplasty Not In Conjunction With Extractions - One To Three Teeth		No	
D7340	Vestibuloplasty - Ridge Extension (Secondary Epithelialization)		No	
D7350	Vesibuloplasty - Ridge Extension (Including Soft Tissue Grafts)		No	
D7410	Excision Of Benign Lesion Up To 1.25 Cm		No	
D7411	Excision Of Benign Lesion Greater Than 1.25 Cm		No	
D7440	Excision Of Malignant Tumor - Lesion Diameter Up To 1.25 Cm		No	
D7441	Excision Of Malignant Tumor - Lesion Diameter Greater Than 1.25 Cm		No	
D7450	Removal Of Benign Odontogenic Cyst Or Tumor - Dia Up To 1.25 Cm		No	
D7451	Removal Of Benign Odontogenic Cyst Or Tumor - Dia Greater Than 1.25 Cm		No	
D7460	Removal Of Benign Nonodontogenic Cyst Or Tumor - Dia Up To 1.25 Cm		No	
D7461	Removal Of Benign Nonodontogenic Cyst Or Tumor - Dia Greater Than 1.25 Cm		No	
D7465	Destruction Of Lesion(S) By Physical Or Chemical Method, By Report		No	
D7471	Removal Of Lateral Exostosis (Maxilla Or Mandible)		No	
D7472	Removal Of Torus Palatinus		No	
D7473	Removal Of Torus Mandibularis		No	
D7510	Incision And Drainage Of Abscess - Intraoral Soft Tissue		No	
D7520	Incision And Drainage Of Abscess - Extraoral Soft Tissue		No	
D7530	Removal Of Foreign Body From Mucosa		No	
D7540	Removal Of Reaction Producing Foreign Bodies		No	
D7550	Partial Ostectomy/Sequestrectomy For Removal Of Non-Vital Bone		No	
D7560	Maxillary Sinusotomy For Removal Of Tooth Fragment Or Foreign Body		No	
D7610	Maxilla - Open Reduction (Teeth Immobilized, If Present)		Yes	Narrative of medical necessity with claim, x-rays or photos optional
D7630	Mandible - Open Reduction (Teeth Immobilized, If Present)		Yes	Narrative of medical necessity with claim, x-rays or photos optional
D7640	Mandible - Closed Reduction (Teeth Immobilized, If Present)		No	
D7650	Malar And/Or Zygomatic Arch - Open Reduction		No	
D7660	Malar And/Or Zygomatic Arch - Closed Reduction		No	

Code	Description	Limitations	Auth	Clinical Documentation
D7670	Alveolus - Closed Reduction, May Include Stabilization Of Teeth		No	
D7680	Facial Bones - Complicated Reduction With Fixation And Multiple Surgical		No	
D7710	Maxilla - Open Reduction		Yes	Narrative of medical necessity with claim, x-rays or photos optional
D7730	Mandible - Open Reduction		Yes	Narrative of medical necessity with claim, x-rays or photos optional
D7740	Mandible - Closed Reduction		Yes	Narrative of medical necessity with claim, x-rays or photos optional
D7750	Malar And/Or Zygomatic Arch - Open Reduction		No	
D7760	Malar And/Or Zygomatic Arch - Closed Reduction		No	
D7770	Alveolus - Open Reduction Stabilization Of Teeth		No	
D7780	Facial Bones - Complicated Reduction With Fixation And Multiple Approaches		No	
D7810	Open Reduction Of Dislocation		No	
D7820	Closed Reduction Of Dislocation		No	
D7840	Condylectomy		No	
D7850	Surgical Discetomy, With/Without Implant		No	
D7860	Arthrotomy		No	
D7870	Arthrocentesis		No	
D7880	Occlusal Orthotic Device, By Report		Yes	Narrative of medical necessity with claim, x-rays or photos optional
D7910	Suture Of Recent Small Wounds Up To 5 Cm		No	
D7911	Complicated Suture - Up To 5 Cm		No	
D7912	Complicated Suture - Greater Than 5 Cm		No	
D7950	Osseous, Osteoperiosteal, Or Cartilage Graft Of The Mandible Or Maxilla		Yes	Narrative of medical necessity with claim, x-rays or photos optional
D7960	Frenulectomy - Also Known As Frenectomy Or Frenotomy - Separate Procedure		No	
D7963	Frenuloplasty		No	
D7970	Excision Of Hyperplastic Tissue - Per Arch		No	
D7971	Excision Of Pericoronal Gingiva		No	
D7972	Surgical Reduction Of Fibrous Tuberosity		No	
D7980	Surgical Sialolithotomy		No	
D7981	Excision Of Salivary Gland, By Report		No	
D7982	Sialodochoplasty		No	
D7983	Closure Of Salivary Fistula		No	
D7990	Emergency Tracheotomy		No	
D7999	Unspecified Oral Surgery Procedure, By Report		No	
D9110	Palliative (Emergency) Treatment Of Dental Pain - Minor Procedure		No	
D9210	Local Anesthesia Not In Conjunction With Operative Or Surgical Procedures		No	
D9222	Deep Sedation/General Anesthesia - First 15 Minutes		No	
D9223	Deep Sedation / General Anesthesia - Each subsequent 15 Minute Increment		No	
D9230	Inhalation Of Nitrous/Analgesia, Anxiolysis		No	
D9239	Intravenous Moderate (Conscious) Sedation/ Analgesia - First 15 Minutes		No	

Code	Description	Limitations	Auth	Clinical Documentation
D9243	Intravenous Moderate (Conscious) Sedation/ Analgesia - Each Subsequent 15 Minute		No	
D9248	Non-Intravenous Conscious Sedation		No	
D9310	Consultation - Diagnostic Service Provided By Dentist Or Physician		No	
D9410	House/Extended Care Facility Call		No	
D9420	Hospital Or Ambulatory Surgical Center Call		No	
D9430	Office Visit For Observation (During Regularly Scheduled Hours)		No	
D9440	Office Visit - After Regularly Scheduled Hours		No	
D9450	Case Presentation, detailed and extensive treatment planning	1 per member per day	Yes	Providers who render covered dental services to members in their business practice address as an FQHC are eligible for reimbursement. Also providers whose business practice address is within the following five counties: Barnstable, Berkshire, Dukes, Franklin, and Hampshire and meet the criteria are eligible for a rural add-on payment using code D9450.
D9610	Therapeutic Parenteral Drug, Single Administration		No	
D9630	Drugs or Medicaments - dispensed for home use		No	
D9910	Application Of Desensitizing Medicament		No	
D9920	Behavior Management, By Report		No	
D9930	Treatment Of Complications (Post Surgical) - Unusual Circumstances, By Report		No	
D9944	Occlusal Guard-hard appliance, full arch		No	
D9945	Occlusal Guard-soft appliance, full arch		No	
D9946	Occlusal Guard-hard appliance, partial arch		No	
D9950	Occlusion Analysis - Mounted Case		No	
D9951	Occlusal Adjustment - Limited		No	
D9952	Occlusal Adjustment - Complete		No	
D9995	Teledentistry - Synchronous; Real-Time Encounter	1 PER 1 DAYS	No	
D9996	Teledentistry - Asynchronous; Information Stored And Forwarded To Dentist	1 PER 1 DAYS	No	
D9999	Unspecified Adjunctive Procedure, By Report		Yes	Description of procedure and narrative of medical necessity

B.3 Payment for non-covered services

When non-covered services are provided for Medicaid members, providers shall hold members and UnitedHealthcare Community Plan harmless, except as outlined below.

In instances when non-covered services are recommended by the provider or requested by the member, an Informed Consent Form or similar waiver must be signed by the member confirming:

- That the member was informed and given written acknowledgement regarding proposed treatment plan and associated costs in advance of rendering treatment;
- That those specific services are not covered under the member's plan and that the member is financially liable for such services rendered.
- That the member was advised that they have the right to request a determination from the insurance company prior to services being rendered.

Please note: It is recommended that benefits and eligibility be confirmed by the provider before treatment is rendered. Members are held harmless and cannot be billed for services that are covered under the plan.

Appendix C: Authorization for treatment

C.1 Dental treatment requiring authorization

To make sure that desirable quality of care standards are achieved and to maintain the overall clinical effectiveness of the program, there are times when prior authorization is required prior to the delivery of clinical services. These services may include specific restorative, endodontic, periodontic, prosthodontic and oral surgery procedures. For a complete listing of procedures requiring authorization, refer to the benefit grid.

Prior authorization means the practitioner must submit those procedures for approval with clinical documentation supporting necessity before initiating treatment.

For questions concerning prior authorization, dental claim procedures, or to request clinical criteria, please call the Provider Services Line at **1-855-812-9210**.

You can submit your authorization request electronically, by paper through mail, or online at **UHCdental.com/medicaid**. All documentation submitted should be accompanied with ADA Claim Form and by checking the box titled: "Request for Predetermination/Preauthorization" section of the ADA Dental Claim Form.

Authorization Submission Mailing Address:

Prior Authorization
UnitedHealthcare Dental
P.O. Box 700
Milwaukee, WI 53201

C.2 Authorization timelines

The following timelines will apply to requests for authorization:

- We will make a determination on standard authorizations within 2 business days of receipt of the request. Written notification of denied determinations will be sent within 14 calendar days of receipt of the request.
- We will make a determination on expedited authorizations within 24 hours of receipt of the request. Written notification denied determinations will be sent within 2 business days of receipt of the request.
- Authorization approvals will expire 180 calendar days from the date of determination.

C.3 Evidence-Based Dentistry and the Dental Clinical Policy and Technology Committee (DCPTC)

According to the American Dental Association (ADA), Evidence-Based Dentistry is defined as:

"An approach to oral health care that requires the judicious integration of systematic assessments of clinically relevant scientific evidence, relating to the patient's oral and medical condition and history, with the dentist's clinical expertise and the patient's treatment needs and preferences." Evidence-based dentistry is a methodology to help reduce variation and determine proven treatments and technologies. It can be used to support or refute treatment for the individual patient, practice, plan or population levels. At UnitedHealthcare Community Plan, it ensures that our clinical programs and policies are grounded in science. This can result in new products or enhanced benefits for members. Recent examples include: our current medical-dental outreach program which focuses on identifying those with medical conditions thought to be impacted by dental health, early childhood caries programs, oral cancer screening benefit, implant benefit, enhanced benefits for periodontal maintenance and pregnant members, and delivery of locally placed antibiotics.

Evidence is gathered from published studies, typically from peer reviewed journals. However, not all evidence is created equal, and in the absence of high-quality evidence, the "best available" evidence may be used. The hierarchy of evidence used at United Healthcare is as follows:

- Systematic review and meta-analysis

- Randomized controlled trials (RCT)
- Retrospective studies
- Case series
- Case studies

Anecdotal/expert opinion (including professional society statements, white papers and practice guidelines) Evidence is found in a variety of sources including:

- Electronic database searches such as Medline®, PubMed®, and the Cochrane Library.
- Hand search of the scientific literature
- Recognized dental school textbooks
- Evidence based dentistry can be used clinically to guide treatment decisions, and aid health plans in the development of benefits. At UnitedHealthcare Community Plan, we use evidence as the foundation of our efforts, including:
- Practice guidelines, parameters and algorithms based on evidence and consensus.
- Comparing dentist quality and utilization data
- Conducting audits and site visits
- Development of dental policies and coverage guidelines

The Dental Clinical Policy and Technology Committee (DCPTC) is responsible for developing and evaluating the inclusion of evidence-based practice guidelines, new technology and the new application of existing technology in the UnitedHealthcare Community Plan dental policies, benefits, clinical programs, and business functions; to include, but not limited to dental procedures, pharmaceuticals as utilized in the practice of dentistry, equipment, and dental services. The DCPTC convenes every other month and no less frequently than four times per year. The DCPTC is comprised of Dental Policy Development and Implementation Staff Members, Non-Voting Members, and Voting Members. Voting Members are UnitedHealth Group Dentists with diverse dental experience and business background including but not limited to members from Utilization Management and Quality Management.

C.4 Clinical criteria and documentation requirements for services requiring authorization

2021 MASCo clinical criteria

Prior authorization of treatment and emergency treatment

When submitting for prior authorization / retrospective review of these procedures, please note the documentation requirements when sending in the information to Skygen Dental. Skygen Dental criteria utilized for medical necessity determination were developed from information collected from American Dental Association's Code Manuals, clinical articles and guidelines, as well as dental schools, practicing dentists, insurance companies, other dental related organizations, and local state or health plan requirements. The criteria Skygen Dental reviewers will look for in order to approve the request is listed below. Should the procedure need to be initiated under an emergency condition to relieve pain and suffering, you are to provide treatment to alleviate the patient's condition. However, to receive reimbursement for the treatment, Skygen Dental will require the same criteria / documentation be provided (with the claim for payment) and the same criteria be met to receive payment for the treatment.

When reviewing requests for services the following guidelines will be used: Treatment will not be routinely approved when functional replacement with less costly restorative materials, including prosthetic replacement, is possible. Dental work for cosmetic reasons or because of the personal preference of the member or provider is not within the scope of the Medicaid program.

Procedure	Codes	Documentation	Criteria for Approval	Prior or Post
Diagnostic Imaging	D0210 – D0277, D0330, D0340, D0350, D0351	Narrative of necessity	• Documentation describes medical necessity	Prior
Inlays/Gold Foil	D2410 – D2530, D2610 – D2630, D2650 – D2652	Current dated x-rays Narrative of necessity	• Documentation describes medical necessity	Prior
Onlays / Crowns / Coping	D2542 – D2544, D2642 – D2644, D2662 – D2794 (D2753), D2975	Current dated x-rays. Narrative of necessity For any tooth with endodontic procedure planned or performed, a periapical x-ray of the final endodontic procedure is required	Root Canals: • Clinically acceptable root canal • Minimum 50% bone support • No periodontal furcation • No subcrestal caries Non-root canals: • Anterior - 50% incisal edge / 4+ surfaces involved • Bicuspid – 1 cusp / 3+ surfaces involved • Molar – 2 cusps / 4+ surfaces involved • Minimum 50% bone support • No periodontal furcation • No subcrestal caries	Prior
Provisional crown / pontic / retainer	D2799, D6253, D6793	Current dated x-rays. Narrative of necessity For any tooth with endodontic procedure planned or performed, a periapical x-ray of the final endodontic procedure is required	• Documentation describes medical necessity and provisional crown need for a minimum of 6 months. Extensive tooth surface loss due to attrition, abrasion, or erosion • Not to be used as a temporary crown for a routine prosthetic restoration Following pulpotomy or pulpectomy	Prior
Core Buildup	D2950	Current pre-op x-rays	• Minimum 50% bone support • No periodontal furcation • No subcrestal caries • Clinically acceptable root canal • Anterior - 50% incisal edge / 4+ surfaces involved • Bicuspid – 1 cusp / 3+ surfaces involved • Molar – 2 cusps / 4+ surfaces involved	Prior
Pin Retention	D2951		• For teeth with lack of sufficient remaining tooth structure	
Cast posts and cores / Prefabricated post and cores	D2952 – D2954, D2957	Current pre-op x-rays Narrative of necessity For any tooth with endodontic procedure planned or performed, a periapical x-ray of the final endodontic procedure is required	• Minimum 50% bone support • No periodontal furcation • No subcrestal caries • Clinically acceptable root canal	Prior
Labial veneers	D2960 – D2962	Current pre-op x-rays Narrative of necessity	• Age appropriate • Minimum 50% bone support • No periodontal furcation • No subcrestal caries • Clinically acceptable root canal • Anterior - 50% incisal edge / 4+ surfaces involved	Prior
Restoration repair	D2980 – D2983	Current pre-op x-rays Narrative of necessity	• Documentation supports procedure	Prior
Root Canals	D3310 – D3330	Current pre-op x-rays	• Minimum 50% bone support • No periodontal furcation • No subcrestal caries • Evidence of apical pathology / fistula • Pain from percussion / temp • Closed apex	Prior

Procedure	Codes	Documentation	Criteria for Approval	Prior or Post
Retreatment Of Previous Root Canal Therapy	D3346 – D3348	Current pre-op x-rays	• Minimum 50% bone support • No periodontal furcation • No subcrestal caries • Evidence of apical pathology / fistula • Pain from percussion / temp	Prior
Apicoectomy / periradicular surgery /retrograde filling / root amputation	D3410 – D3450	Current pre-op x-rays Narrative of necessity	• Minimum 50% bone support • No caries below bone level • Repair of root perforation or resorptive defect • Exploratory curettage for root fractures • Removal of extruded filling materials or instruments • Removal of broken tooth fragments • Evidence of apical pathology / fistula • Sealing of accessory canals, etc.	Prior
Gingivectomy Or Gingivoplasty	D4210, D4211	Current pre-op x-rays Complete 6 point periodontal charting Narrative of necessity	• Hyperplasia or hypertrophy from drug therapy, hormonal disturbances, or congenital defects • Generalized 5 mm or more pocketing indicated on the periodontal charting	Prior
Gingival Flap Procedure, Including Root Planing - Four Or More Contiguous Teeth	D4240, D4241	Current pre-op x-rays Complete 6 point periodontal charting Narrative of necessity	• Periodontal classification of Type III or IV • Lack of attached gingiva • Treatment around natural teeth or tooth bounded spaces	Prior
Clinical Crown Lengthening - Hard Tissue	D4249	Current pre-op x-rays Complete 6 point periodontal charting Narrative of necessity	• Documentation supports procedure, greater than 50% bone support after surgery due to coronal fracture / caries and not on same day as restoration preparation	Prior
Osseous Surgery	D4260, D4261	Current pre-op x-rays Complete 6 point periodontal charting Narrative of necessity	• History of periodontal scaling and root planning • No previous recent history of osseous surgery • Periodontal classification of Type III or IV • Treatment around natural teeth or tooth bounded spaces	Prior
Bone Replacement Graft	D4263, D4264	Current pre-op x-rays Complete 6 point periodontal charting Narrative of necessity	• Documentation supports need to correct bone defect • Treatment around natural teeth or tooth bounded spaces	Prior
Guided Tissue Generation	D4266, D4267	Current pre-op x-rays Complete 6 point periodontal charting Narrative of necessity	• Documentation supports need in conjunction with bone replacement or to correct deformities resulting from inadequate faciolingual bone • Treatment around natural teeth or existing implant • Treatment around initial extraction site for future implant (noted in narrative) and in conjunction with D7953	Prior
Pedicle soft tissue graft	D4270	Current pre-op x-rays Complete 6 point periodontal charting Narrative of necessity	• Cover exposed root • Eliminate gingival defect • Treatment around natural teeth only	Prior
Autogenous connective tissue graft / combined connective tissue and double pedicle graft	D4270, D4273	Current pre-op x-rays Complete 6 point periodontal charting Narrative of necessity	• Eliminate root sensitivity • Eliminate frenum pull • Extend vestibule • Cover gingival interface with restoration • Cover bone or ridge regeneration site • D4273 / D4283 Treatment around natural teeth, implant, or edentulous tooth site • D4276 around natural tooth only	Prior

Procedure	Codes	Documentation	Criteria for Approval	Prior or Post
Distal Wedge	D4274	Current pre-op x-rays Complete 6 point periodontal charting Narrative of necessity	• No history of D4260/D4261 within 12 months • More than 50% bone to remain after procedure • To expose coronal fracture or caries but not on same day as restorative procedure	Prior
Non-autogenous connective tissue graft / free soft tissue graft	D4275, D4277, D4278, D4285	Current pre-op x-rays Complete 6 point periodontal charting Narrative of necessity	• Eliminate frenum pull • Extend vestibule • Eliminate gingival recession • Cover gingival interface with restoration • Cover bone or ridge regeneration site • Treatment around natural teeth, implant, or edentulous tooth site	Prior
Provisional splinting	D4320, D4321	Current pre-op x-rays Complete 6 point periodontal charting Narrative of necessity	• Documentation indicates periodontal mobility Type 3 or 4 • Documentation shows treatment plan of planned or completed periodontal therapy	Prior
Localized delivery of antimicrobial agents / gingival irrigation	D4381, D4921	Current pre-op x-rays Complete 6 point periodontal charting	• Documented 5 mm or more pocket depth around tooth indicated on periodontal charting for localized delivery • Documented 5 mm or more pocket depth around 2 or more teeth indicated on periodontal charting for gingival irrigation	Prior
Immediate Dentures	D5130, D5140	Panoramic x-rays or full mouth series	• Remaining teeth do not have adequate bone support or are non-restorable	Prior
Partial Dentures	D5211, D5212, D5213, D5214, D5225, D5226	Panoramic x-rays or full mouth series	• Replacing one or more anterior teeth • Replacing two or more posterior teeth (excluding 3rd molars) • Existing partial denture greater than 5 years old and unserviceable • For D5213, D5214 Remaining teeth have greater than 50% bone support and are restorable • For D5211, D5212, D5225, D5226: – Remaining teeth have 50% or less bone support and are restorable – Remaining teeth have 50% or less bone support and are restorable and there is narrative/ documentation indicating the of the partial would be transitional in nature preceding full denture, subject to plan benefit limitations.	Prior
Unilateral Partial Denture	D5282, D5283	Panoramic x-ray or full mouth series	• Replacing one or more missing teeth in one quadrant • Existing partial denture greater than 5 years old and unserviceable • Remaining teeth have greater than 50% bone support and are restorable	Prior
Interim full dentures / Interim partial dentures	D5810, D5811, D5820, D5821	Panoramic x-ray or full mouth series Narrative of necessity	• Documentation supports need for interim full or partial denture to allow healing of multiple extractions or prior to periodontal surgery • Premature loss of primary / permanent teeth where traditional partial / full denture would be inappropriate at the present time	Prior
Precision attachment, by report	D5862	Panoramic x-ray or full mouth series Narrative of necessity	• Attachment will significantly enhance function	Prior
Overdenture	D5863 – D5866	Panoramic x-ray or full mouth series Narrative of necessity	• Remaining tooth roots supporting overdenture have healthy bone and periodontal support	Prior
Implant, surgical placement	D6010, D6011 – D6050	Pre-op panoramic x-ray or full mouth series	• Documentation shows healthy bone and periodontium	Prior

Procedure	Codes	Documentation	Criteria for Approval	Prior or Post
Implant Related Services	D6051, D6052, D6055 – D6057 D6058 – D6064, D6066, D6067, D6082 – D6084, D6085, D6086 – D6088, D6094, D6097 D6068 – D6075, D6076, D6077, D6194, D6195	X-rays of implant in place and osseointegrated to determine benefits for implant abutments and implant crowns. Films must be at least 12 weeks post-operative to evaluate osseointegration.	• Documentation shows fully integrated surgical implant with good crown / root ratio • Healthy bone and periodontium surrounding surgical implant	Prior
Fixed partial denture pontics / retainers	D6205 – D6252 (D6214, D6243), D6545 –D6794 (D6753, D6784, D6794)	Current pre-op panoramic x-ray or full mouth series Dental charting indicating missing teeth	Initial or replacement fixed partial dentures: • Minimum 50% bone support on abutments • No periodontal furcation on abutments • No sub-crestal caries on abutments • Clinically acceptable RCT on abutments Replacement of existing fixed partial denture: • One of the abutment crowns is defective on existing bridge • One of the abutment crowns has recurrent decay on existing bridge • One of the abutment crowns needs root canal on existing bridge	Prior
Connector bar / stress breaker / precision attachment	D6920, D6940, D6950	Narrative of necessity	• Attachment will significantly enhance function	Prior
Removal Of Impacted Tooth	D7220 – D7241	Current panoramic x-ray Narrative of necessity	Covered in the following scenarios: • Documentation describes pain, swelling, etc. around tooth (must be symptomatic) and documentation noted in patient record • Tooth impinges on the root of an adjacent tooth, is horizontal impacted, or shows a documented enlarged tooth follicle or potential cystic formation • Documentation shows moderate to severe decay and tooth is not accessible to remove decay • Documentation supports procedure for unusual surgical complications • X-rays matches type of impaction code described Not covered in the following scenarios: • Asymptomatic impactions (lack of demonstrative pathology)	Prior
Tooth reimplantation / transplantation	D7270, D7272	Current panoramic x-ray Narrative of necessity	• Documentation describes accident and / or medical necessity	Prior
Transseptal fiberotomy / supra crestal fiberotomy, by report	D7291	Current panoramic x-ray Narrative of necessity	• Documentation supports need for procedure	Prior
Harvest of bone for use in autogenous grafting procedure	D7295	Current panoramic x-ray Narrative of necessity	• Documentation indicates harvest of bone reported in addition to autogenous grafting procedure that do not include harvest of bone	Prior
Vestibuloplasty	D7340, D7350	Current panoramic x-ray Narrative of necessity	• Documentation supports lack of ridge for denture placement	Prior
Excision of lesion / tumor	D7410 – D7465	Narrative of necessity Pathology Report	• Copy of pathology report	Prior
Excision of Bone Tissue	D7471 – D7473, D7485	Current panoramic x-ray Narrative of necessity	• Necessary for fabrication of a prosthesis	Prior
Fractures – simple / compound	D7610 – D7780	Current panoramic x-ray Narrative of necessity	• Documentation describes accident, operative report, and medical necessity	Prior

Procedure	Codes	Documentation	Criteria for Approval	Prior or Post
Other repair procedures (Oral & Maxillofacial Surgery)	D7946 – D7952, D7955, D7982 – D7998	Current pre-op x-rays Narrative of necessity	• Narrative, x-rays, or photos support medical necessity for procedure	Prior
Frenulectomy	D7961, D7962	Narrative of necessity	• Documentation describes removal or release of mucosal and muscle of a buccal, labial, or lingual frenum to treat such conditions as tongue tied, diastema, tissue pull condition, etc.	Prior
Frenuloplasty	D7963	Narrative of necessity	• Documentation describe excision of frenum with accompanying excision or repositioning of aberrant muscle	Prior
Excision of hyperplastic tissue	D7970	Narrative of necessity	• Documentation describes medical necessity due to ill-fitting denture	Prior
Case Presentation, detailed and extensive treatment planning	D9450		• Providers who render covered dental services to members in their business practice address as an FQHC are eligible for reimbursement. Also providers whose business practice address is within the following five counties: Barnstable, Berkshire, Dukes, Franklin, and Hampshire and meet the criteria are eligible for a rural add-on payment using code D9450.	Prior
Unspecified Procedures, By Report	D0999, D1999, D2999, D3999, D4999, D5899, D5999, D6199, D6999, D7899, D7999, D8999, D9999	Description of procedure and narrative of medical necessity	• Procedure cannot be adequately described by an existing code	Prior

C.5 Radiology requirements

Guidelines for providing radiographs are as follows:

- Send a copy or duplicate radiograph instead of the original.
- Radiograph must be diagnostic for the condition or site.
- Radiographs should be mounted and labeled with the practice name, patient name and exposure date (not the duplication date).
- When a radiograph does not demonstrate a clinical condition well, an intra-oral photo and/or narrative are suggested as additional diagnostic aides.

X-rays submitted with Authorizations or Claims will not be returned. This includes original film radiographs, duplicate films, paper copies of x-rays and photographs.

Electronic submission, rather than paper copies of digital x-rays is preferred. Film copies are only accepted if labeled, mounted and paper clipped to the authorization. Please do not utilize staples.

Orthodontic and other models are not accepted forms of supporting documentation and will not be reviewed. Orthodontic models will be returned to you along with a copy of the paperwork submitted.

Please note: Authorizations, including attachments, can be submitted online at no additional cost by visiting our website: **UHCdental.com/medicaid**.

C.6 Appealing a denied authorization

Members have the right to appeal any fully or partially denied authorization determination. Denied requests for authorization are also known as “adverse benefit determinations.” An appeal is a formal way to share dissatisfaction with an adverse benefit determination.

As a treating provider, you may advocate for your patient and assist with their appeal. If you wish to file an appeal on the member’s behalf, you will need their consent to do so.

You or the member may call or mail the information relevant to the appeal within 60 calendar days from the date of the adverse benefit determination.

Member Denied Authorization Appeal Mailing Address:

UnitedHealthcare Community
Attn: Appeals and Grievances Unit
P.O. Box 31364
Salt Lake City, UT 84131-0364
Toll-free: 866-293-1796 (TTY 711)

For standard appeals, if you appeal by phone, you must follow up in writing, ask the member to sign the written appeal, and mail it to UnitedHealthcare Community Plan. Expedited appeals do not need to be in writing.

The member has the right to:

- Receive a copy of the rule used to make the decision.
- Ask someone (a family member, friend, lawyer, health care provider, etc.) to help. The member may present evidence, and allegations of fact or law, in person and in writing.
- Review the case file before and during the appeal process. The file includes medical records and any other documents.
- Send written comments or documents considered for the appeal.
- Ask for an expedited appeal if waiting for this health service could harm the member's health.
- Ask for continuation of services during the appeal. However, the member may have to pay for the health service if it is continued or if the member should not have received the service. As the provider, you cannot ask for a continuation. Only the member may do so.

C.7 Appeal determination timeframe:

- We resolve a standard appeal 30 calendar days from the day we receive it.
- We resolve an expedited appeal 72 hours from when we receive it.

Appendix D: Member rights and responsibilities

For the most updated information regarding Member Rights and Responsibilities, please review the **UnitedHealthcare Senior Care Options Evidence of Coverage 2024**.

Dental Benefit Providers®