

# Advantage Dental

## From DentaQuest

<b>Policy Name: Buy-Ups and Enrollee Fee Responsibility</b>	<b>Policy Number: PL006-Buy-Ups and Enrollee Fee Responsibility-CARE</b>
<b>Type of Policy: DCO</b>	<b>Effective Date: 10/4/2012</b>
<b>Responsible Department: Plan Operations</b>	
<b>Page Number(s): 2</b>	<b>Revised Date: 04/23/2019</b>
<b>Approved By: Clinical and Credentialing Sub-Committee</b>	<b>Approved Date: 7/17/2019</b>
<b>PURPOSE:</b> To establish Dental Care Organization's (DCO's) policy on buy-ups and enrollee's fee responsibility for non-covered services.	
<b>REFERENCES:</b> OAR 410-123-1230 and OAR 410-120-1280(3) (a)	
<b>FORMS:</b> Agreement to Pay Form	
<p><b>POLICY:</b></p> <ol style="list-style-type: none"> <li>1. Buy-ups are prohibited. (OAR: DCO providers are not permitted to bill and accept payment from OHA or the DCO for a covered service when:             <ol style="list-style-type: none"> <li>A. A non-covered service has been provided; and</li> <li>B. Additional payment is sought or accepted from the enrollee.</li> <li>C. If an enrollee wants to purchase a non-covered service or item, they must be responsible for full payment. OHA or DCO payment for a covered service cannot be credited toward the non-covered service.</li> </ol> <p><b>EXAMPLE:</b> An additional enrollee payment to obtain a gold crown (not covered) instead of the stainless steel crown (covered).</p> </li> <li>2. If enrollee wants a non-covered service, the provider must do the following:             <ol style="list-style-type: none"> <li>A. Explain to enrollee that service is not covered and offer to submit a preauthorization to the DCO for verification.</li> <li>B. Explain total cost of service prior to enrollee receiving service.</li> <li>C. Be very specific about the service and cost so that the enrollee understands that they are choosing a non-covered service in place of a covered service and will be responsible for the cost of the service.                 <p><b>EXAMPLE:</b> Gold crown (non-covered) cost \$565. Enrollee is responsible for entire cost of \$565.</p> </li> <li>D. Have enrollee sign the Agreement to Pay Form, which includes the above information.</li> <li>E. Retain the signed Agreement to Pay Form in the enrollee's chart.</li> </ol> </li> </ol>	

Reviewed and Revised By:

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05/02/2014	Jeanne Dysert	Tamara Kessler	Missy Mitchell	Laura Donadio	
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02/14/2017	Jeanne Dysert	Tamara Kessler	Missy Mitchell		
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