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|  | Title: Provider Appeal Rights | Version: 3 |
| | Owner: Melissa Mitchell (Director of Production) | Approved: 03/22/2018 |

Purpose: To establish Dental Care Organization’s (DCO’s) policy for permitting and processing provider appeals on credentialing and re-credentialing decisions.

Responsibility: Quality Improvement (QI)/Utilization Review (UR) Committee

Scope: Advantage Dental Services, LLC

Definitions: n/a

Forms: n/a

References: 42 CFR 438.214; OAR 410-141-3120

Policy:

The following procedures are for use in all appeals filed with DCO involving any disagreement or dissatisfaction with the DCO’s contracting denials or terminations due to quality. DCO shall afford providers the full use of the procedures listed below and shall cooperate in the Provider Contracting hearings process set forth below.

The DCO shall inform providers in writing about the DCO’s appeal procedures. The provider shall be informed through the Provider Training process, the Contracting Denial Letter, or the Termination of Agreement Notice. The DCO shall assure the provider of the confidentiality in the appeal process.

1. DESIGNATED STAFF FOR APPEAL PROCESS: DCO has designated the following staff responsible for the appeals in the credentialing and re-credentialing process:

a. Vice President of Dental Services or their designee(s), who are licensed dentists: The President/CEO or their designee, who are licensed dentists, shall be responsible for review and oversight of the appeal process. The responsible party assures, by review, that all appeals are managed, documented, and reported according to written procedure.

b. Case Management Department: The DCO’s Case Management Department shall be responsible for receiving, processing and responding to provider contracting appeals. The Case Management Department will prepare an analysis of all appeals for review by the QI/UR Committee.

c. QI/UR Committee: The QI/UR Committee meets bimonthly and it shall review all appeals at that time.

2. APPEAL AND HEARING PROCESS

a. Appeal of Notification. Termination of Contract Notifications and Declination of Contracting Notifications are sent within 14 days after review by the designated staff. The notification shall include the reasons for the action and a summary of the appeal rights and process. The provider may appeal a Notification through the DCO Appeal process.

(1) Appeal through DCO Appeal Process:



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(i) **Deadline to File Appeal:** The provider must file an appeal, in writing, with DCO no later than 45 calendar days from the date on the written notification. Any appeal received by DCO will be promptly transferred to the Case Management Department to begin the appeal process.

(ii) **Present Evidence:** The provider has a reasonable opportunity to present evidence and allegations in writing. Providers have an opportunity, before and during the appeal process, to examine the provider’s file, including credentialing records and any other documents or records to be considered during the appeal process.

(iii) **Parties to Appeal:** The provider may include a representative or legal representative in the appeal process.

(iv) **Response to Appeal:** DCO shall resolve each appeal and send the provider a Notice of Appeal Resolution no later than 14 days from the date that the QI/UR Committee reviews the appeal. The DCO must provide a written Notice of Appeal Resolution to the provider. The written Notice of Appeal Resolution must include the results of the appeal and the date it was completed. If the resolution was not in the provider’s favor, the notice must also include the reasons for the resolution.

3. NOTIFICATION TO AUTHORITIES

- a. Notification to Authorities. If the provider’s contract was terminated due to quality issues, the DCO is required to report to the following entities:
 - a. The provider’s state Board of Dentistry
 - b. National Provider Data Bank
 - c. Oregon Health Authority
 - d. Applicable Coordinated Care Organization(s)

Approvals:

Date: 03/22/2018

Approved by:

Cheryl Barker (Executive Assistant), Jeanne Dysert (Chief Operating Officer), Melissa Mitchell (Director of Production), Tamara Kessler (VP and Corporate Counsel), Chief Operating Officer, Director of Production, Executive Assistant, VP and Corporate Counsel, Executive, Legal, Operations, Production

Reviewed and Revised

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|------------|-----------------|----------------|----------------|---------------|
| 03/12/2015 | Jeanne Dysert | Tamara Kessler | Missy Mitchell | Laura Donadio |
| 02/23/2016 | Jeanne Dysert | Tamara Kessler | Missy Mitchell | Jeff Dover |
| 02/14/2017 | Jeanne Dysert | Tamara Kessler | Missy Mitchell | |
| 07/12/2017 | Jeanne Dysert | Tamara Kessler | Missy Mitchell | |
| 07/27/2017 | QI/UR Committee | | | |
| 03/12/2018 | Jeanne Dysert | Tamara Kessler | Missy Mitchell | Rose Novak |