

# Advantage Dental

## From DentaQuest

<b>Policy Name: Hospital Dentistry</b>	<b>Policy Number: PL028-Hospital Dentistry-CARE</b>
<b>Type of Policy: DCO</b>	<b>Effective Date: 06/14/2012</b>
<b>Responsible Department: Plan Operations</b>	
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<b>Approved By: Clinical and Credentialing Sub-Committee</b>	<b>Approved Date: 07/17/2019</b>
<b>PURPOSE:</b> To establish the process for requesting hospital dentistry.	
<b>POLICY:</b>	
<b>Enrollee Dental and Physical Needs Criteria for Hospital Dentistry:</b>	
<p>A. Children (18 or younger) who:</p> <ul style="list-style-type: none"> <li>a. Through age 3 -- Have extensive dental needs;</li> <li>b. 4 years of age or older -- Have unsuccessfully attempted treatment in the office setting with some type of sedation or nitrous oxide;</li> <li>c. Have acute situational anxiety, fearfulness, extreme uncooperative behavior, uncommunicative such as a client with developmental or mental disability, a client that is pre-verbal or extreme age where dental needs are deemed sufficiently important that dental care cannot be deferred;</li> <li>d. Need the use of general anesthesia (or IV conscious sedation) to protect the developing psyche;</li> <li>e. Have sustained extensive orofacial or dental trauma;</li> <li>f. Have physical, mental or medically compromising conditions; or</li> <li>g. Have a developmental disability or other severe cognitive impairment and one or more of the following characteristics that prevent routine dental care in an office setting: <ul style="list-style-type: none"> <li>(i) Acute situational anxiety and extreme uncooperative behavior;</li> <li>(ii) A physically compromising condition;</li> </ul> </li> </ul> <p>B. Adults (19 or older) who:</p> <ul style="list-style-type: none"> <li>a. Have a developmental disability or other severe cognitive impairment, and one or more of the following characteristics that prevent routine dental care in an office setting: <ul style="list-style-type: none"> <li>i. Acute situational anxiety and extreme uncooperative behavior;</li> <li>ii. A physically compromising condition;</li> </ul> </li> <li>b. Have sustained extensive orofacial or dental trauma; or</li> <li>c. Are medically fragile, have complex medical needs, contractures or other significant medical conditions potentially making the dental office setting unsafe for the client.</li> </ul>	

Hospital dentistry is not intended for:

- A. Client convenience. Refer to OAR 410-120-1200;
- B. A healthy, cooperative client with minimal dental needs; or
- C. Medical contraindication to general anesthesia or IV conscious sedation.

Notification when criteria is not met:

- A. Case Management Department will notify the office electronically using the ADIN system that the enrollee does not meet the criteria for hospital dentistry.
- B. A Notice of Adverse Benefit Determination (NOABD) will be sent to the enrollee or their parent/guardian/or caregiver.
- C. The NOABD will include the Health Systems Division Service Denial Appeal and Hearing Request form (OHP 3302) and information on how to file an appeal or request a hearing.

**Required documentation for Hospital Dentistry:**

The following information must be included in the client's dental record:

- A. Informed consent: client, parental or guardian written consent must be obtained prior to the use of general anesthesia or IV conscious sedation;
- B. Justification for the use of general anesthesia or IV conscious sedation. The decision to use general anesthesia or IV conscious sedation must take into consideration:
  - a. Alternative behavior management modalities;
  - b. Client's dental needs;
  - c. Quality of dental care;
  - d. Quantity of dental care;
  - e. Client's emotional development;
  - f. Client's physical considerations;
- C. If treatment in an office setting is not possible, documentation in the client's dental record must explain why, in the estimation of the dentist, the client will not be responsive to office treatment;
- D. The Oregon Health Authority (OHA), Coordinated Care Organization (CCO) or DCO may require additional documentation when reviewing requests for prior authorization (PA) of hospital dentistry services. See OAR 410-123-1160 and section (6) of this rule for additional information;
- E. If the dentist did not proceed with a previous hospital dentistry plan approved by the DCO for the same client, the DCO will also require clinical documentation explaining why the dentist did not complete the previous treatment plan.

**Hospital Dentistry authorization requirements:**

Hospital services require prior authorization unless it is a Medical Emergency. See Emergency Services policy and Hospital Emergencies policy.

- A. If a client is enrolled in a CCO or OHA and our DCO:
  - a. The dentist is responsible for:
    - i. Contacting the CCO or OHA for prior authorization requirements and arrangements; and
    - ii. Submitting documentation to both the CCO or OHA and DCO. This includes the Oregon Health Plan(OHP) Dental Hospital Referral form (OHP 3301);

- iii. Entering a preauthorization to the DCO using the ADIN system, along with the OHP hospital referral form and the referral from the PCD. These documents will be reviewed by the Utilization Management Department;
  - b. The DCO shall review the documentation and discuss any concerns they have, contacting the dentist as needed. This allows for mutual plan involvement and monitoring;
  - c. The total response time should not exceed 14 calendar days from the date of submission of all required documentation for routine dental care and should follow urgent/emergent dental care timelines;
  - d. The CCO or OHA is responsible for payment of all facility and anesthesia services. The DCO is responsible for payment of all dental professional services;
- B. If a client is enrolled in a Physician Care Organization (PCO) and our DCO:
  - a. The PCO is responsible for payment of all facility and anesthesia services provided in an outpatient hospital setting or an Ambulatory Surgery Center (ASC). OHA is responsible for payment of all facility and anesthesia services provided in an inpatient hospital setting. The DCO is responsible for payment of all dental professional services;
  - b. The dentist is responsible for:
    - i. Contacting the PCO, if services are to be provided in an outpatient setting or an ASC, for PA requirements and arrangements; or
    - ii. Contacting OHA, if services are to be provided in an inpatient setting; and
    - iii. Submitting documentation to both the PCO (or OHA) and the DCO. This includes the OHP hospital referral form;
    - iv. Entering a preauthorization to the DCO using the ADIN system, along with the OHP hospital referral form and the referral from the PCD. These documents will be reviewed by the Utilization Management Department;
  - c. The PCO or OHA and the DCO should review the documentation and discuss any concerns they have, contacting the dentist as needed. This allows for mutual plan involvement and monitoring;
  - d. The total response time should not exceed 14 calendar days from the date of submission of all required documentation for routine dental care and should follow urgent/emergent dental care timelines;
- C. If a client is fee-for-service (FFS) for medical services and enrolled in our DCO:
  - a. The dentist is responsible for faxing documentation and a completed American Dental Association (ADA) form to OHA. Refer to the Dental Services Provider Guide. ; This includes the OHP hospital referral form;
  - b. If the client is assigned to a Primary Care Manager (PCM) through FFS medical, the client must have a referral from the PCM prior to any hospital service being approved by OHA;
  - c. OHA is responsible for payment of facility and anesthesia services. The DCO is responsible for payment of all dental professional services;
- D. OHA will issue a decision on prior authorization requests within 30 days of receipt of the request.

Reviewed and Revised By:

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