

Advantage Dental

From DentaQuest

Policy Name: Provider Credentialing Appeal Rights	Policy Number: PL044- Provider Credentialing Appeal Rights- CARE
Type of Policy: DCO	Effective Date: 03/12/2015
Responsible Department: Plan Operations	
Page Number (s): 2	Revised Date: 5/20/2019
Approved By: Clinical and Credentialing Sub-Committee	Approved Date: 07/17/2019
PURPOSE: To establish the Dental Care Organization's (DCO's) policy for permitting and processing provider appeals on credentialing and re-credentialing decisions.	
REFERENCES: 42 CFR 438.214; OAR 410-141-3120	
<p>POLICY:</p> <p>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. The DCO shall afford providers the full use of the procedures listed below and shall cooperate in the Provider Contracting hearings process set forth below.</p> <p>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.</p> <p>1. DESIGNATED STAFF FOR APPEAL PROCESS:</p> <p>DCO has designated the following staff responsible for the appeals in the credentialing and re-credentialing process:</p> <ul style="list-style-type: none"> A. Vice President of Clinical Services or their designee(s), who are licensed dentists, shall be responsible for review and oversight of the appeal process. The responsible party ensures, by review, that all appeals are managed, documented, and reported according to written procedure. B. The DCO's Utilization Management Department shall be responsible for receiving, processing and responding to provider contracting appeals. The Utilization Management Department will prepare an analysis of all appeals for review by the Clinical and Credentialing Sub-Committee. C. The Clinical and Credentialing Sub-Committee meets bimonthly and shall review all appeals at that time. <p>2. APPEAL AND HEARING PROCESS:</p> <ul style="list-style-type: none"> A. 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 	

through the following process:

- 1) The provider must file an appeal, in writing, with the 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 Utilization Management Department to begin the appeal process.
- 2) 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.
- 3) The provider may include a representative or legal representative in the appeal process.
- 4) DCO shall resolve each appeal and send the provider a Notice of Appeal Resolution no later than 14 days from the date that the Clinical and Credentialing Sub-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. If the provider's contract was terminated due to quality issues, the DCO is required to report to the following entities:
 - 1) The provider's state Board of Dentistry
 - 2) National Provider Data Bank
 - 3) Oregon Health Authority
 - 4) Applicable Coordinated Care Organization(s)

Reviewed and Revised By:

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			
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