

Advantage Dental

From DentaQuest

Policy Name: Dismissal of Enrollee from Practice	Policy Number: PL017- Dismissal of Enrollee from Practice-CARE
Type of Policy: DCO	Effective Date: 6/14/2012
Responsible Department: Plan Operations	
Page Number (s): 2	Revised Date: 04/23/2019
Approved By: Clinical and Credentialing Sub-Committee	Approved Date: 7/17/2019
PURPOSE: To establish guidelines for when a provider may dismiss an enrollee from provider's practice.	
FORMS: <u>SAMPLE DISMISSAL LETTER</u>	
POLICY:	
<p>If an enrollee is dismissed from a dental practice for any reason, the provider <u>must</u> notify the Case Management Department with a faxed copy of the dismissal letter. The reason for dismissal will be noted in the DCO's enrollee record.</p>	
<ol style="list-style-type: none"> 1. The provider is responsible for sending the enrollee a letter stating that they will no longer be able to care for enrollee's dental needs. The provider may use the sample letter below for either the enrollee or the enrollee's custodial parent or legal guardian if the enrollee is a minor. 2. Dismissal letters should always be sent on the provider's letterhead so the enrollee will know whom the letter is from. 3. The letter should include all information as stated on the sample letter. It is not necessary to include the reason for the dismissal in the letter, provided the reason for dismissal is given verbally to the DCO. 4. The enrollee may be dismissed either effective immediately or effective the first of the following month. If the provider chooses to dismiss the enrollee effective the first of the following month, they will be responsible for providing the enrollee's care in the case of an emergency through the end of the current month. 	

Reviewed and Revised By:

06/14/2012	Jeanne Dysert	Tamara Kessler	Missy Mitchell	
05/02/2014	Jeanne Dysert	Tamara Kessler	Missy Mitchell	Laura Donadio
02/23/2015	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	
03/17/2017	QI/UR Committee			

03/12/2018	Jeanne Dysert	Tamara Kessler	Missy Mitchell	Rose Novak
04/23/2019	Missy Mitchell	Molly Johnson	Phebe Ditzler	Rosa Pedraza