

	Title: Hospital Emergencies	Version: 2
	Owner: Melissa Mitchell (Director of Production)	Approved: 03/22/2018

Purpose: To establish Dental Care Organization’s (DCO’s) policy for reviewing emergency usage by enrollees for dental services obtained in a hospital outpatient setting.

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

Scope: Advantage Dental Services, LLC

Definitions:

Dental Emergency – A condition manifesting itself by acute symptoms of sufficient severity requiring immediate treatment such as acute infection, acute abscesses, severe tooth pain, unusual swelling of the face or gums, or a tooth that has been avulsed (knocked out).

Medical Emergency Condition – A medical condition manifesting itself by acute symptoms of sufficient severity (including severe pain) that a prudent layperson, who possesses an average knowledge of health and medicine, could reasonably expect the absence of immediate medical attention to result in:

- Placing the health of the individual (or, for a pregnant woman, the health of the woman or her unborn child) in serious jeopardy.
- Serious impairment to bodily functions.
- Serious dysfunction of any bodily organ or part.

Medical Emergency Services – Covered inpatient and outpatient services that are:

- Furnished by a provider that is qualified to furnish these services.
- Needed to evaluate or stabilize and emergency medical condition.

Forms: n/a

References: 42 CFR 438.114; OAR 410-141-3140

Policy:

It is the policy of the DCO to review Emergency Room usage by enrollees, with the primary diagnosis being a dental concern, obtained in a hospital outpatient setting.

The Case Management Department will be notified by the enrollee’s Coordinated Care Organization (CCO) for dental concerns addressed in the emergency room. The DCO also has a direct connection with the Emergency Department Information Exchange (EDIE), which is fully integrated into its Case Management System, to monitor emergency room usage with dental diagnosis.

The Case Management Department will be responsible for follow up with the enrollee to find out why they accessed care through the emergency room within 14 days of receiving the information and work with them to schedule an appointment with their Primary Care Dentist (PCD).



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Medical Emergency and Medical Post stabilization services are not provided or covered by the DCO. However Dental services provided for the purposes of post stabilization are provided by a DCO provider and are covered by the DCO.

The DCO has a call system in place to address the enrollee’s dental concerns 24 hours a day 7 days a week. The enrollee will be sent written materials with the information on what to do in case of a dental emergency. The enrollee will be counseled on the importance of seeing their PCD on a regular basis for routine care to prevent future emergency situations.

Approvals:

Date: 03/22/2018

Approved by:
 Lorena Reinhart (Executive Assistant), Executive Assistant, Operations

Reviewed and Revised

06/14/2012					
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	