

# Advantage Dental

## From DentaQuest

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| <b>Policy Name: Encounter Data Audit</b>  | <b>Policy Number: PL021-Encounter Data Audit-CARE</b> |
| <b>Type of Policy: DCO</b>  | <b>Effective Date: 06/14/2012</b>                     |
| <b>Responsible Department: Plan Operations</b>  |   |
| <b>Page Number (s): 2</b>   | <b>Revised Date: 04/23/2019</b>                       |
| <b>Approved By: Clinical and Credentialing Sub-Committee</b>  | <b>Approved Date: 07/17/2019</b>                      |
| <b>PURPOSE:</b> To establish Dental Care Organization's (DCO's) policy on provider auditing of encounter data submission.   |   |
| <b>FORMS:</b> Provider Portal Instructions  |   |
| <p><b>POLICY:</b></p> <p>The following procedure will define how encounter data will be audited by the provider's office:</p> <ol style="list-style-type: none"> <li>1. A claims remittance report, in the form of an explanation of benefits (EOB), will be sent with detailed encounter data information on a weekly basis. These reports will show the claims that the DCO processed that week. The report will show the enrollee's name and ID, the date of service, the amount billed, and the allowed amount.</li> <li>2. If a provider would like to review this report electronically, it is also located on the secure provider portal under the Claims section; titled Claims Lookup. This report can be accessed by the provider using their login and password. A provider can review their encounter data on this site by the date of service on the claim or by the date the DCO processed the claim.</li> <li>3. Encounter data is what providers bill to the DCO.</li> <li>4. The encounter data credit is processed from the DCO's allowable fees for the procedures that have been done as allowed under the enrollee's benefit package.</li> <li>5. It is important that the claims data submitted to the DCO matches the enrollee's chart.</li> <li>6. If an EOB shows a discrepancy, the provider will need to re-bill any claims that should have been received and notify the DCO of the erroneous billing.</li> </ol> |   |

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 |

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| 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 |