

	Title: Emergency Services	Version: 3
	Owner: Melissa Mitchell (Director of Production)	Approved: 03/22/2018

Purpose: To establish guidelines for the Dental Care Organization’s (DCO’s) emergency call system.

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).

Dental Urgency - Manageable pain, broken tooth, broken denture and similar issues that indicate an urgent need.

Emergency Medical 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 an emergency medical condition.

Post stabilization Care Services – covered services related to an emergency medical condition that are provided after an enrollee is stabilized to maintain the stabilized condition or to improve or resolve the enrollee’s condition. These services are provided in the facility prior to discharge.

Forms: n/a

References: 42 CFR 438.100; 42 CFR 438.114; OAR 410-141-3140

Policy:

1. DCO Emergency Call System



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- A. During normal working hours, enrollees can call their Primary Care Dentist (PCD). If the PCD cannot be reached, the enrollee can call the DCO’s Customer Service Department at 1-866-268-9631. The number will be answered 24 hours a day, seven days a week by a Customer Service Representative.
- 1) In the event of a dental concern when the PCD cannot be reached, the Customer Service Representative will contact an on-call dentist if it meets the emergency or urgency guidelines. If the Customer Service Representative cannot reach the on-call dentist, they will contact the following, in this order, until a provider can be reached: (1) the back-up on call provider; (2) the Dental Director; (3) each provider that participates in the on-call rotation; and (4) Vice President of Dental Services.
 - 2) The Vice President of Dental Services or their designee, who are licensed dentists and the QI/UR Committee of the DCO, will monitor the emergency call system. The Vice President of Dental Services or their designee, who are licensed dentists, will supervise training in the emergency call system for the DCO employees.
 - 3) Each enrollee will be given a Welcome Packet and will be assisted by their assigned PCD and the DCO’s Customer Service Department on how to access the emergency system and encouraged and instructed in how to prevent dental emergencies.
 - 4) All Medical Emergencies will be referred to either call 911 or go to the nearest facility providing Medical Emergency Services. 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.
- B. When an enrollee is seen by the on-call dentist and the on-call dentist is not the enrollee’s PCD, a fee is assessed. The fee that is assessed will come out of the PCD’s withhold if the enrollee is seen by the on-call dentist for an emergency. The on-call dentist will need to fill out an emergency call log to accompany his or her American Dental Association (ADA) claim form in order to be paid for the emergency call.
- C. The DCO pays the on-call provider up to \$150 per date of service, per enrollee, for Dental Emergency care. If the on-call provider sees a “patient of record” of another PCD who is in the midst of treatment, and it was a procedure the on-call provider would have done at no charge for one of their own patients, as a courtesy, please consider doing it at no charge for the other provider.
- D. Unless instructed otherwise by the PCD, the Customer Service Department always attempts to contact the PCD before the on-call provider is contacted, so the PCD has the opportunity to take care of their own Dental Emergencies.

2. ON-CALL PROVIDER RESPONSIBILITIES

- A. It is the on-call provider’s responsibility to provide Emergency Dental services to enrollees during their scheduled on-call time.
- B. The on-call provider is required to respond to all emergency calls received by the DCO’s Customer Service Department within 1 hour. The on-call provider then has 24 hours to address the enrollee’s Dental Emergency (relieve the enrollee’s emergency). This is for true emergencies (bleeding, swelling, infection, trauma and severe pain). An avulsed tooth needs to be re-implanted within 30 minutes.



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- C. If the on-call provider does not reach the enrollee when the provider calls the enrollee back to address the enrollee's dental concern, the on-call provider will leave the enrollee a message to call the on-call provider back if the enrollee has not gotten the dental concern addressed. This process puts the responsibility back to the enrollee to call back if the dental concern has not been addressed.
- D. All providers are furnished with an emergency on-call log book (three parts). The on-call provider needs to fill this form out each time an emergency call is received. The yellow copy must be sent to the DCO and the pink copy must be sent to the PCD.
- E. The on-call provider is responsible for calling in prescriptions. The DCO's Customer Service Staff will not call in prescriptions.
- F. DCO providers do not provide Medical Emergency Services. Enrollees needing these services will be referred to call 911 or the nearest facility that provides Medical Emergency Services.

3. OUTSIDE THE AREA EMERGENCY SERVICES

- A. The DCO is obligated to pay for Dental Emergency services performed outside the service area if:
 - 1) Providers of the emergency services submit a claim to the DCO within 12 months of the date service.
 - 2) If an enrollee is out of the area and needs Dental Emergency services the enrollee must contact their PCD to authorize the out of town provider to perform the emergency services. If the enrollee is unable to contact their PCD, the enrollee must contact the DCO Customer Service Department. The DCO Customer Service Department will contact the on-call provider, who will have the authority to give authorization for the emergency services. The DCO reserves the right to authorize out of area Dental Emergency services.
- B. If the DCO has a reasonable basis to believe that the claim submitted was not for emergency services, the DCO may deny payment if the DCO notifies:
 - 1) The treating provider and the enrollee of the decision to deny, the basis for that decision, and the right to contest that decision under the appeal and grievance process.
- C. The DCO will comply with and implement any MAP hearing decision, subject to any further rights to appeal.

4. Transportation Issues:

- A. When an enrollee is calling for Dental Emergency services and/or request for a prescription refill and the PCD is not available, the Customer Service Department will forward the information to the on-call provider. The Customer Service Representative will to inform the provider of the enrollee's transportation situation and let provider know they are not comfortable advising the enrollee that they need to have transportation before the enrollee is sent to the on-call provider. The on-call provider will make the determination if they can assist the enrollee.

B.



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Approvals:

Date: 03/22/2018

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

Reviewed and Revised

10/11/2013	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	
07/12/2017	Jeanne Dysert	Tamara Kessler	Missy Mitchell	
07/27/2017	QI/UR Committee			
03/12/2018	Jeanne Dysert	Tamara Kessler	Missy Mitchell	Rose Novak