

Advantage Dental

From DentaQuest

Policy Name: Inter-Rater Reliability	Policy Number: PL030-Inter-Rater Reliability-CARE
Type of Policy: DCO	Effective Date: 05/18/2018
Responsible Department: Plan Operations	
Page Number (s): 1	Revised Date: 04/24/2019
Approved By: Clinical and Credentialing Sub-Committee	Approved Date: 07/17/2019
PURPOSE: To evaluate the consistent application of standardized prior authorization criteria used by the Dental Care Organization (DCO).	
POLICY:	
To ensure the prior authorization criteria are being utilized appropriately and consistently in making decisions to approve or deny prior authorization requests from providers and enrollees.	
<ol style="list-style-type: none"> 1. Sample Collection. A random sample of completed authorization requests from the previous quarter will be chosen by the designated auditor within 30 days of the end of each quarter. The sample size will be 1% of the preauthorization and referral records. 2. Sample Preparation. Each record will have all enrollee, reviewer and requesting provider information redacted (i.e. "blacked out"). The records will be sorted by reviewer name (the reviewer who made the initial determination). 3. The records for each reviewer will be given to a second reviewer. The second reviewer will make a determination for each record on whether the request should be approved or denied and document their decision and any justification for denial. 4. The results of the second reviewer's determinations will be given to the designated auditor to compile the results. Any discrepancies between the initial review and the second review will be discussed by the review team, which includes Plan Operations Management and the Vice President of Clinical Services to determine appropriate corrective action. 5. Audit results will be provided to the Clinical and Credentialing Sub-Committee for review. 	

Reviewed and Revised By:

03/12/2018	Jeanne Dysert	Tamara Kessler	Missy Mitchell	Rose Novak
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