



Texas RoundUp

Program Updates for Our Texas Dentists

Vol. 6 – June 2012

Dear Doctor,

In this week's Texas RoundUp:

- Orthodontia Approval Process
- Tips to Avoid Administrative Denials
- Using the Searchable Office Reference Manual
- Training Schedule

Orthodontia Approval Process

The majority of orthodontia prior authorization requests we receive are being submitted incorrectly. This includes submissions on paper, via the web portal, and trading partner portal. We are receiving claims with over 300 service lines requesting D8670, periodic orthodontia treatment visit, for a single patient.

When submitting a prior authorization request for a full orthodontia case, you need only submit one request for codes **D8010 - D8090**, per patient. You'll receive a letter that indicates the number of approved periodic visits. For each monthly adjustment after the initial banding, you should note a single D8670 per date of service on your claim form.

Using the Searchable Office Reference Manual

Do you avoid using the online ORM because you don't want to search through 150 pages for a phrase or ADA code? You don't have to. The online ORM is easily searchable. Simply open up the document and hit the "Control" and "F" buttons at the same time. A box will pop up. Type in the ADA code or phrase you are searching for and hit enter. You'll automatically be taken to the first reference of that ADA code or phrase. To find the next reference, hit the forward arrow.

Tips to Avoid Administrative Denials

One of the easiest ways to avoid administrative denials is to check procedure criteria in your Office Reference Manual (ORM). It details covered ADA codes, benefit limitations and whether pre-payment review is required.

Here are the top five administrative denials that are easily avoidable by checking the ORM and double checking your patients' information:

“ In Your Words

DentaQuest has gone above and beyond to help us and is always quick to respond. It shows DentaQuest is truly dedicated to providing outstanding service. Working with DentaQuest has been great!



- Wrong ADA code
- Failure to include required documentation i.e. COC form, photos, diagnostic radiographs, signed letter from the provider or member's guardian, panorex
- No narrative - if there are symptoms, anomalies or other factors not reflected in the required documentation, please include this information in a detailed narrative and include an intraoral photo as necessary
- Wrong tooth number
- Wrong provider id, member id, or incorrect date of birth for member

Training Schedule

DentaQuest will conduct cultural sensitivity and Texas Health Steps training throughout July and August 2012. You have the option of attending in person, or joining a webinar. Keep an eye out for more information about these sessions in the coming weeks.

Date	City	Location	Morning	Afternoon
July 12	Austin	Holiday Inn 2370 Chisolm Trail Round Rock TX 78681	9:30-11:30	1:00-3:00
July 17	N/A	Webinar	9:00-10:30	
July 19	Dallas	Crowne Plaza Dallas Downtown 1015 Elm Street Dallas TX 75202	9:30-11:30	1:00-3:00
July 24	N/A	Webinar	9:00-10:30	
July 26	Houston	Double Tree Intercontinental Airport 15747 JFK Blvd Houston TX 77032	9:30-11:30	1:00-3:00
July 27	Tyler	Hampton Inn 3130 Troup Highway Tyler TX 75701	9:30-11:30	N/A
July 31	N/A	Webinar	9:00-10:30	
August 2	Lubbock	Overton Hotel & Conference Center 2322 Mac Davis Lane Lubbock TX 79401	9:30-11:30	N/A
August 7	N/A	Webinar	9:00-10:30	
August 9	San Antonio	Holiday Inn North Hill Country 19280 Redland Road San Antonio TX 78259	9:30-11:30	1:00-3:00
August 10	McAllen	Hilton Garden Inn 617 W Expressway 83 McAllen TX 78503	9:30-11:30	N/A
August 16	El Paso	Embassy Suites 6100 Gateway East El Paso TX 79905	9:30-11:30	N/A