DQ DIGEST TENNCARE

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In This Issue…

IN YOUR CLINICAL CORNER….

I hope you and your team are "managing" through this pandemic and staying safe while treating patients. I practiced clinical dentistry for over twenty years and have been heavily involved in operations and administration for the same period, and I never considered or conceptually even thought of a pandemic like this.

I want to share two administrative updates that will be important in your practice

First relates to the extraction of deciduous teeth. There are two codes that are most often used for removal of primary teeth. The codes are **D7111** and **D7140.**

The narrative in the CDT coding tells us that D7111 is applicable when there are coronal remnants. By definition, this means the absence of root structure.

The code D7140 according to CDT narrative is appropriate for:

 "extraction, erupted tooth, or exposed root (elevation and/or forceps removal) includes minor smooth of socket bone, and closure as necessary"

 If a primary tooth is retained significantly after the normal or expected exfoliation, prior authorization will be required for payment of D7140

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The second update is related to the coverage of "permanent" crowns *prior to the ages listed in the ORM*. Teeth that require full coverage PRIOR to the minimum ages listed, an alternate benefit of the age appropriate crown will be allowed.

When the member reaches the age listed in the ORM guidance, the appropriate "permanent" crown will also be allowed based on satisfying the medical necessity criteria in ORM; I have included the ORM language for your review

Criteria: ORM Section 15.02 p 66

• In general, criteria for crowns will be met only for permanent teeth needing multi-surface restorations   or where other restorative materials have a poor prognosis.

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• Patients are eligible for crowns on teeth 3, 14, 19 and 30 at age **16**.

• Patients are eligible for crowns on teeth 2, 15, 18, and 31 at age **18**.

• Patients are eligible for crowns on teeth (4-13; 20-29) at age **18**.

• Permanent molar teeth should have destruction to the tooth by caries or trauma and should involve four or more surfaces and two or more cusps.

• Permanent bicuspid teeth should have destruction to the tooth by caries or trauma and should involve three or more surfaces and at least one cusp.

• Permanent anterior teeth should have destruction to the tooth by caries or trauma and must involve four or more surfaces and at least 50% of the incisal edge.

Brent D. Martin DDS MBA

DentaQuest Dental Director

OFFICE REFERENCE MANUAL (ORM) UPDATE

Based on provider feedback, we have made changes to the benefit limitations for D7140, simple extraction. This change will eliminate the need for prior authorizations to be submitted for extractions of primary teeth when the member is under the age limitation.

This change will go into effect August 15, 2020:

Code	Description	Age Limitation	Teeth Covered	Auth Required
D7140	extraction, erupted tooth or exposed root (elevation and/or forceps removal)	0-5	O, P	No
D7140	extraction, erupted tooth or exposed root (elevation and/or forceps removal)	0-6	E, F, N, Q	No
D7140	extraction, erupted tooth or exposed root (elevation and/or forceps removal)	0-7	D, G, AS-TS	No
D7140	extraction, erupted tooth or exposed root (elevation and/or forceps removal)	0-9	B, I, L, M, R, S	No
D7140	extraction, erupted tooth or exposed root (elevation and/or forceps removal)	0-10	A, C, H, J, K, T	No
D7140	extraction, erupted tooth or exposed root (elevation and/or forceps removal)	0-20	Teeth 1 - 32, 51 - 82	No

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Key:	Example:	Steps:	
Identify tooth to be extracted:	Tooth K	Go to Age Limitation Column for Tooth K: (0-10)	
Identify member age:	Age 7	Member is age 7	
		Member is within the age range of 0-10. No auth is required.	
Identify tooth to be extracted:	Tooth O	Go to Age Limitation Column for Tooth O: (0-5)	
Identify member age:	Age 3	Member is age 3	
		Member is within the age range of 0-5. No auth is required.	
Identify tooth to be extracted:	Tooth B	Go to Age Limitation Column for Tooth B: (0-9)	
Identify member age:	Age 10	Member is age 10	
		Member is not within the age range of 0-9. Auth is required.	
Identify tooth to be extracted:	Tooth AS	Go to Age Limitation Column for Tooth AS: (0-7)	
Identify member age:	Age 12	Member is age 12	
		Member is not within the age range of 0-7. Auth is required.	

DENTAQUEST IS "GOING GREEN"

As part of our "Going Green" initiative, we are pleased to announce and promote paperless Explanation of Benefits (EOBs). EOBs could be accessed electronically from DentaQuest's Provider Web Portal for free. Not only is this eco-friendly, but it is also a fast and convenient way to receive and view your office's EOBs. If you do not yet have a DentaQuest Web Portal Account, you can create one on http://www.dentaquest.com/dentists/self-registration-page/ Once you have your Web Portal Account, you will be able to view and print your EOBs, if needed. You can also verify member eligibility, submit claims and authorizations, verify benefits and much more, all in real-time – 24 hours a day, 7 days a week.

DentaQuest also offers Electronic Funds Transfer (EFT). We want to encourage you take advantage of this benefit. Through EFT, payments can be deposited directly into your bank account. With the combination of both EFT and electronic EOBs, you'll no longer have to wait for the mail to arrive.
If you're interested in signing up for EFT or if you have questions regarding electronic EOB's, please contact your Regional Provider Partner or send us an email at: Tennesseeproviders@DentaQuest.com

Contact Information

Provider Service
- TennCare: 855.418.1623
  -Press 1 Automated Eligibility (via IVR system

  -Press 2 Benefits, Eligibility and History

  -Press 3 Claims and Payment Options
- Credentialing Hotline: 800.233.1468

Department Emails
- Electronic Claims Setup and Questions – ddusa_providerrelations@dentaquest.com

- Claims Payment Questions – denclaims@dentaquest.com

- Eligibility or Benefit Questions – Dentelig.benefits@dentaquest.com

Utilization Review
- 888.294.9650

Provider Web Questions
- 888.560.8135
- www.dentaquest.com

Corporate
- Main Corporate: 800.417.7140

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