Policy Title: Over/Under Utilization Policy

Number: TD-QMP-7036

Subject: Treatment Utilization Patterns

Primary Department: TennDent/Quality Monitoring/Improvement

Secondary Department:

Effective Date of Policy: 9/23/2011

Prior Policy or Cross Reference(s): 10/1/2010

Last Reviewed by TennDent Quality Monitoring/Improvement Committee: 9/23/2011

Date Policy Last Revised: 9/23/2011

Review Frequency: Annually

Next Scheduled Review: 7/1/2012

TennDent Quality Monitoring/Improvement Committee Approval: On File

Approval Date: 9/23/2011

Scope:

TennDent Network Providers, TennCare and TennDent Staff

Purpose:

To ensure that enrollees receive the right care in the right amount at the right time

Authoritative Reference:

Contract between TennCare and Delta Dental § A.32

Policy:

TennDent will conduct quarterly utilization review of the Network Dental Providers treatment practice as compared with other in-network providers performing similar processes and identify those whose treatment utilization pattern deviates from their peer’s norm.

TennDent has the ability to retrospectively examine both individual and groups of providers’ practice patterns through a sophisticated Fraud and Abuse Management System (FAMS). Underutilization of services is examined to ensure that all necessary and appropriate treatment has been consistently
delivered by the TennDent network. A Provider Report Card, generated by InFocus, is reviewed for appropriate practice patterns.

The Provider Report Card is requested quarterly and reviewed on a statistical measure identifying the outliers who are at least one or more standard deviation from the norm. Parameters are based on frequency of a procedure code or grouping of standard treatment behavior.

There are two (2) types of utilization review concerns, over utilization and under-utilization. TennDent identifies both types in their review.

**Under-utilization**

Further review is required in the instances when the deviation identifies underutilization or failure to perform medically necessary services to the eligible member.

Samples of underutilization include but are not limited to:

1. Performing only preventive services without diagnostic services
2. Performing preventive and diagnostic services without minor or major restorative services.
3. Performing emergency services only without follow-up treatment.
4. Complaints received from eligible members regarding their inability to schedule appointments to start or complete treatment in a timely manner.

Review is performed on the claims processed requiring the dentist to provide the patient’s record for a preselected sample. The record review is to ensure claims submissions and adjudication are done in accordance with the contractual agreements set forth by TennDent.

**Over-utilization**

TennDent has worked with the FAMS staffs to identify several codes or code combinations that are typical areas of abusive over utilization.

Any provider that falls to the right by one or more standard deviations will be subjected to a chart audit after a computer audit confirms a potential abusive utilization pattern.

The following have been defined for our review:

1. Excessive numbers of stainless steel crowns
2. Excessive numbers of one surface resin restorations
3. Excessive numbers of pulpotomies
4. Excessive numbers of fabricated/cast metal/porcelain restorations
5. Excessive numbers of root canals
6. Excessive numbers of preventive codes
7. Excessive/improper use of exam codes
8. Excessive ratios of pulpotomies to stainless steel crowns
9. Excessive ratios of root canals to crowns
10. Excessive number of procedures being rendered at a single visit

If a provider’s treatment patterns appear as an outlier further review by a TennDent Dental Consultant will occur. The results are reviewed by a TennDent Consultant and the provider would be contacted by letter. The letter would request copies of specific patient records for review. The TennDent Consultant will complete a thorough examination and complete findings of the record review. If any non compliance is found the case will be presented at the next scheduled TennDent Peer Review Committee Meeting. After review of the file the Committee will make a recommendation to the TennDent Quality Monitoring/Improvement Committee for action. Actions will vary according to the severity of the practice patterns from remedial education to termination from TennDent. A letter outlining the action of the TennDent Quality Monitoring/Improvement Committee will be mailed to the provider within 3 business days of the action by the Committee.

Related Policies and Procedures:

Provider Corrective Action Policy
Provider Corrective Action Plan Procedure
Utilization Review Program

Related Documents:

TennDent Provider Office Reference Manual