Policy Title: Qualified Dental Professionals

Number: TD-PS-6006

Subject: Utilizing qualified dental professionals for TennDent

Primary Department: TennDent/Operations

Secondary Department:

Effective Date of Policy: 12/21/2011

Prior Policy or Cross Reference(s):

Last Reviewed by TennDent Quality Monitoring/Improvement Committee:
12/21/11

Date Policy Last Revised: 12/21/11

Review Frequency: Annually

Next Scheduled Review: 07/01/2012

TennDent Quality Monitoring/Improvement Committee Approval: On File

Approval Date: 12/21/11

Scope:

TennDent Dental Consultants and TennDent Providers

Purpose:

To define the qualifications and the role of dental consultants (licensed dentists) who conduct Medical Necessity determinations for covered services, pre-and post-treatment. To define the qualifications and the role of dental auxiliaries who assist dental consultants

Authoritative Reference:

Contract between TennCare and Delta Dental §A.13, e, A.90, C.2 and C.3
T.C.A. 71-5-144 and Rules 1200-13-16-.01 through 1200-13-16-.08
TennCare Rules 1200-13-13 and 1200-13-14

Policy:

Staffing
TennDent utilizes qualified dental professionals to conduct medical necessity review decisions, pre-and post-treatment. Network providers will be contacted for additional information when needed information is not available from the dental provider staff.

A TennDent Dental consultant must meet the following qualifications to be eligible to oversee and supervise medical necessity decisions:

a. Graduation from an ADA accredited dental school.

b. Currently Licensed and in good standing as a general dentist in TN

c. A resident of the State of Tennessee

d. Practiced dentistry for a minimum of 3 years

Specialty Consultants are utilized when needed for determination of medical necessity for treatment in orthodontics, pediatric dentistry, oral surgery, endodontics, periodontics and prosthodontics. Specialty Consultants must meet the same qualifications as defined in a. through c. above and be certified by the Tennessee Board of Dentistry in the identified specialty.

To assist the TennDent Dental Consultants, dental auxiliaries are utilized to review claims, submitted documentation and request appropriate documentation. TennDent Dental Consultants determine if procedures meet the medical necessity criteria. Treatment procedures that are questionable or a possible denial are forwarded to the TennDent Dental Consultants for review and determination. Dental auxiliaries can be dental assistants or dental hygienists. Qualifications for dental auxiliaries include:

a. Successful completion of a State of Tennessee approved program in dental assisting or successful completion of a local dental society course or, is registered by the State of Tennessee as a dental assistant.

b. Successful completion of an ADA accredited Dental Hygiene Program or, is a licensed dental hygienist in the State of Tennessee.

c. Practice experience in a dental office (preferable).

Dental auxiliaries are supervised by the Manager of TennDent with shared oversight of claims review by the TennDent Dental Director. The TennDent Dental Director supervises the TennDent Dental Consultants and collaborates with the Manager of TennDent regarding dental auxiliaries.

All Dental Professionals who participate in the TennDent program attend multiple internal training sessions including all aspects of the TennDent program. All dentists conducting medical necessity determinations receive training on the medical necessity rule and evaluation criteria. All dental auxiliaries assisting TennDent Dental Consultants receive training on the medical necessity rule and the
required documentation for consultant review procedures. Once the initial training is completed each person is assigned specific areas or assignments where they will receive additional training prior to performing any responsibilities or duties for the TennDent Program.

**Inter-rater Reliability**

The TennDent Dental Consultant will participate in review and results of a Dental Professionals Quality Review audit to ensure 95% consistency of the medical necessity review claims processed.

The Manager of TennDent will conduct the inter-rater reliability testing and forward the results to the TennDent Dental Consultant and report the results at the Quality Monitoring/Improvement Committee meetings. When a dental professional(s) has been identified as outside the consistent rating the TennDent Dental Director will coordinate with the Manager of TennDent to determine remedial training, continuing education or disciplinary action, if necessary, to correct the inconsistency.

Claims and all documentation submitted for pre-authorization and medical necessity decisions are maintained and retrievable when needed by utilizing the claim tracking number assigned to each claim and maintained in the claims processing system under the member’s social security number.

**Related Policies and Procedures:**

Evaluation Criteria Policy  
Evaluation Criteria Procedure  
Claim Processing Criteria Procedure  
Qualified Dental Professionals Procedure

**Related Documents:**

TennDent Provider Office Reference Manual