Procedure Title: Utilization Review Quality Review Audit

Subject: Determining that claims are processed in accordance with the contract

Primary Department: TennDent/Operations  
Secondary Department: TennDent/Quality Monitoring/Improvement

Effective Date of Procedure: 9/23/2011  
Prior Procedure or Cross Reference(s): 10/1/2010

Last Reviewed by TennDent Quality Monitoring/Improvement Committee: 9/23/2011  
Date Procedure 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 Staff, TennDent Network Providers and TennCare Members

Purpose:

To ensure that TennDent staff members are adhering to the policies and procedures related to processing claims.

Procedure:

To review a random sampling of 100 claims per month to ensure that they are processed according to business rules interactive development environment (BRIDE) rules, the Contract between TennCare and Delta Dental, prior authorization requirements and appropriate documentation is noted.

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<th>Responsible Party</th>
<th>Action</th>
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| Supervisor of TennDent | 1. On the 15th of each month request from the Client Services Coordinator a random selection of 100 claims in an excel format.  
2. The selection should include 10 claims with preventive procedures, 10 claims from a Pediatric Dentist, 10 claims from an Endodontist, 10 claims from an Oral Surgeon, 10 Hospital |

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preauthorization claims, 10 orthodontic preauthorization claims, 40 claims from general dentists.

3. The supervisor will review the claims using the contract and Claims Processing Criteria. Each claim will be reviewed for accuracy, noting any exceptions, questions and the person that processed the claim.

| Manger of TennDent | 1. The completed document will be given to the Manager of TennDent for review.  
2. The Supervisor and Manager will determine if any system changes are necessary or any training or education is needed for the staff.  
3. If education or training is needed the Supervisor will develop a plan for the Manager’s approval.  
4. If review is complete the document is saved and the results reported on the monthly Claims Activity Report sent to the Bureau of TennCare.  
5. Results will also be reported to the TennDent Dental Director. |

| TennDent Dental Director | 1. Meet quarterly with dental consultants to discuss any concerns, training issues, or opportunities for improvement.  
2. A summary of the review results and any activities related will be reported to the TennDent Quality Monitoring/Improvement Committee on a quarterly basis. |

**Related Policies and Procedures:**

- Claims Processing Criteria Procedure
- Evaluation Criteria Policy
- Evaluation Criteria Procedure
- Utilization Review Program

**Related Documents:**