



## Policy & Procedure

<b>Company:</b>	Delta Dental	<b>Department Name:</b>	Dental Management		
<b>Subject:</b>	Dental Clinical Practice Guidelines				
<b>P &amp; P Original Effective Date:</b>	3/27/2014	<b>P &amp; P Origination Date:</b>	3/27/2014	<b>P &amp; P Published Date:</b>	03/27/2014
<b>P &amp; P Revision Effective Date:</b>	1/27/2017	<b>P &amp; P Revision Published Date:</b>		01/31/2017	
<b>Reference Number:</b>	ADM76	<b>Next Annual Review Date:</b>		1/27/2018	
<b>Division:</b>	Policies & Procedures				
State (select all boxes applicable to this policy) <input checked="" type="checkbox"/> Alaska <input checked="" type="checkbox"/> California <input checked="" type="checkbox"/> Oregon <input checked="" type="checkbox"/> Washington					
Product (check all boxes applicable to this policy) <input checked="" type="checkbox"/> Dental <input type="checkbox"/> Medical <input type="checkbox"/> Pharmacy <input type="checkbox"/> Other _____					
Type of Business (check all boxes applicable to this policy) <input checked="" type="checkbox"/> Commercial Group <input checked="" type="checkbox"/> Commercial Individual <input checked="" type="checkbox"/> Exchange Business <input type="checkbox"/> EOCCO <input checked="" type="checkbox"/> OHP <input type="checkbox"/> Medicare <input checked="" type="checkbox"/> Self-funded <input type="checkbox"/> Other					

### I. Policy Statement and Purpose

ODS uses clinical practice guidelines to develop criteria for determining treatment and services that are within the necessary and customary standards of dental care for the prevention and treatment of oral tooth decay or fracture. These guidelines are also used for quality improvement projects and oral health promotion.

### II. Definitions

**ODS Clinical Practice Guidelines** – A criteria to determine standards of dental care.

### III. Procedures

#### A. Guideline Resources

Delta Dental and ODS identifies dental clinical practice guidelines using a number of widely accepted resources, including:

1. American Dental Association
2. American Association of Oral Maxillofacial Surgeons
3. American Academy of Periodontists
4. American Academy of Pediatric Dentists
5. American Association of Endodontists

#### B. Dental Administrative Policy Committee

The ODS Dental Administrative Policy Committee (DAPC) meets as needed to:

1. Review major claim administration policy changes
2. Review dental policy
3. Review ODS Dental Clinical Practice Guidelines annually or bi-annually

The membership of the **DAPC** includes representation from the following areas:

1. Dental Director
2. Dental Claims and Customer Service
3. Dental Professional Relations
4. Dental Consultants
5. Appeal Unit

**C. Guideline Usage and Approval**

The Dental Director, Dental Claims Manager, Dental Consultants and/or Screening Supervisors review and approve guidelines.

**D. Review and Revision**

Guidelines are reviewed annually to ensure that the most recent version is incorporated into the various **Delta Dental and** ODS Dental department functions and services. Refer to attached for a list of ODS developed dental clinical practice guidelines.

**E. Dissemination Process**

When the ADA updates the CDT procedure codes and clinical guidelines, or OHP has a change in benefits for processing guidelines, ODS sends updates to its providers via Dental Office Update [newsletter] or via email or letter. ODS also holds annual workshops with its dentists to share updates during those meetings. In addition, the Moda website section for providers features “Clinical information for Consultant Review”; this file contains guidelines for submission on select Dental procedures.

**F. Monitoring**

**Delta Dental and** ODS monitors practitioner use of clinical practice guidelines by:

1. Having **Delta Dental and** ODS Dental Consultants review pre-determinations and claims for payment with procedures requiring specific clinical criteria to ensure appropriate clinical decision-making and appropriate treatment
2. Contracting with an external vendor to review **Delta Dental and** ODS dental claims data
  - a. The program analyzes claims for inappropriate codes to ensure services are clinically acceptable and appropriately applied
  - b. The program alerts ODS of providers with potential issues requiring focused reviews
  - c. ODS monitors these providers and requests chart notes when appropriate

**IV. Related Policies & Procedures, Forms and References**

**V. Revision Activity**

New P & P / Change / Revision and Rationale	Final Review / Approval	Approval date	Effective Date of Policy / Change
Refer to UPM Coordinator for revision history			

prior to 11/09/2015			
11/09/2015 – Updated template; annual review updates  Per DEN Req #185, from Andrey Kolesnikov, dated 10/29/2015	Karen Nolon	10/27/2015	10/17/2015
05/24/2016 – Complete update of Dissemination Process section.  Per DEN Req #91, from Missy Runyon, dated 05/20/2016	Karen Nolon	05/20/2016	05/20/2016
01/31/2017 – Added “Delta Dental”  Per DEN Req #350, from Li Yun Xu, dated 01/27/2017	Karen Nolon	01/27/2017	01/27/2017

**VI. Affected Departments:**