

Denti-Cal Bulletin



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IMPORTANT UPDATE: RADIOGRAPHIC DOCUMENTATION REQUIRED WITH CLAIMS FOR RESTORATIVE PROCEDURES (FILLINGS AND PREFABRICATED/ STAINLESS STEEL CROWNS) PER AB 1762

This bulletin replaces Volume 19, Number 29, released in August, 2003.

AB 1762 amended Welfare and Institutions (W&I) Code 14132.88(f) to require pretreatment radiograph documentation for post treatment claims to establish the medical necessity for dental restorations (fillings and prefabricated/stainless steel crowns) and to reduce fraudulent claims for unnecessary restorative services. To avoid undue barriers to accessing dental care, pretreatment radiographic documentation for post treatment claims is required only when there are four or more dental fillings being completed in any 12-month period, per beneficiary, and all claims for prefabricated crowns. This applies to all claims including those submitted electronically.

For dates of service beginning October 1, 2003, the Department of Health Services continues to require the following for prefabricated/stainless steel crowns and fillings:

- ✓ Pretreatment radiographic documentation for post treatment claims to establish the medical necessity for all ADA-approved prefabricated crowns (including stainless steel crowns).
 - For procedure 670 (primary teeth), the radiograph must clearly demonstrate decay, fracture, or other damage involving three or more tooth surfaces; or two surfaces extending extensively buccolingually or mesiodistally; or submitted in conjunction with pulpal therapy on the same tooth. ***A bitewing radiograph is acceptable as long as there is no suspected pulpal involvement. When pulpal involvement is suspected, a periapical radiograph is required.***
 - For procedure 671 (permanent teeth), the radiograph must clearly demonstrate traumatic or pathological destruction to the crown that is identical to the existing tooth type-specific criteria for laboratory-processed crowns; or that the stainless steel crown will restore an endodontically treated bicuspid or molar. Written ***documentation alone is no longer acceptable: a periapical radiograph of the tooth and arch films are required. There must be evidence of recurrent decay, poor contacts/contours resulting in a periodontal condition, when there is an occlusal perforation, or recent pulpal therapy. Endodontically treated anterior teeth must still meet the criteria for laboratory processed crowns.***
- ✓ Medi-Cal Dental claims for filling procedures (600, 601, 602, 603, 611, 612, 613, 614, 645, and 646) require submission of radiographs that clearly demonstrate that destruction to the tooth (decay, fracture, missing restorations, et cetera) extends through the dentinoenamel junction (DEJ). The placing of fillings to replace tooth structure lost by attrition, abrasion or erosion, or solely for cosmetic purposes will continue to not be a benefit.

Submission requirements apply to the replacement of existing fillings and prefabricated/stainless steel crowns.

When the caries or fracture is not evident on the radiograph, an intraoral photograph is required. Written documentation is not acceptable to justify the need for the restoration. The submission of radiographs will be waived for any medical condition that precludes the use of ionizing radiation in the head and neck region when documented in writing by the patient's attending physician. In these cases, intraoral photographs must be submitted to demonstrate the medical necessity of the restorative services. The requirement of radiographs will not be waived for an uncontrollable child or patient refusal.

Adjunctive caries indicators will only be considered when there is some visual evidence of decay on the submitted photograph and the visual evidence is inconclusive as to the extent of the penetration. Intraoral photographs may be submitted with fiber optic transillumination, DIAGNOdent readings, caries detection dye, caries risk assessment, and operating room reports.

If photographic documentation is necessary but is not submitted, payment for restorative services will be denied or modified. The written statement "caries penetrates the DEJ" will no longer be considered adequate documentation for payment of a restoration. In addition, claims will be denied when necessary radiographs and/or photographs are not submitted. Should the claim be denied and/or exceptional circumstances exist, a Claim Inquiry Form (CIF) may be submitted for reconsideration.

Submitted radiographs and photographs must conform to the existing requirements and must be:

- ✓ Properly dated with the mm/dd/yy and labeled legibly with the patient's name as well as the Provider's name and Medi-Cal provider number. In order to enhance Denti-Cal's ability to return misplaced radiographs, place the beneficiary's Social Security number or Benefits Identification Card number on the radiographs.
- ✓ Current: Periapical radiographs taken within the last 8 months for primary teeth and within the last 14 months for permanent teeth; arch films taken within the last 36 months.
- ✓ Of diagnostic quality.
- ✓ Labeled "right" or "left."
- ✓ Radiographs in multiples of four or more must be mounted.

It is important that Denti-Cal Dental Consultants be able to correctly identify the area/arch/quadrant/tooth number(s) depicted in submitted intraoral photographs. If radiographs and/or photographs are to be returned, you must place the "do not recycle" sticker on the x-ray mailing envelope.

EDI

Providers who are currently using the Electronic Data Interchange (EDI) are encouraged to continue to use the EDI for procedure codes impacted by this bulletin. The documentation requirements as stated above also apply to electronic claims. Radiographs are required to be mailed when submitting EDI documents with four fillings or a prefabricated/stainless steel crown. For submissions of documents with three or fewer fillings, radiographs, photographs and other clinical documentation ***do not*** need to be mailed to Denti-Cal at the time the electronic claim is transmitted. Denti-Cal will select certain electronic claims using a computerized selection method and then request that the radiographs, photographs or attachments to support

those claims be mailed. Electronic claims that are not selected will continue through the adjudication process. Providers who want to be considered for EDI should contact the Denti-Cal EDI Support Group at (916) 853-7373.

ADJUDICATION REASON CODES

Denti-Cal has created the following new adjudication reason codes:

- 029e** Payment/Authorization denied due to date of x-rays/photographs is after the date of service.
- 029f** Payment/Authorization denied due to beneficiary name not on the x-ray mount, envelope or photograph.
- 122** Permanent tooth does not meet the criteria for stainless steel crown.
- 266** Payment and/or prior authorization disallowed:
 - i** X-rays are non-diagnostic due to poor x-ray processing or duplication.
 - j** X-rays are non-diagnostic due to elongation.
 - k** X-rays are non-diagnostic due to foreshortening.
 - l** X-rays are non-diagnostic due to overlapping or cone cutting.
- 271** Procedure requested is disallowed due to any of the following:
 - i** Deep caries appears to encroach upon pulp. Periapical radiograph is required.
- 622** Per clinical examination, permanent tooth does not meet the criteria for stainless steel crown.
- 671** Per x-rays, photographs and/or clinical examination, procedure requested is disallowed due to the following:
 - i** Deep caries appears to encroach upon pulp. Periapical radiograph is required.

Denti-Cal has modified the following adjudication reason codes:

- 029d** Payment/Authorization denied. Date(s) on x-ray mount, envelope or photograph(s) are not legible or the format is not understandable/decipherable.
- 117** Fillings, stainless steel crowns and/or therapeutic pulpotomies are not a benefit for primary teeth near exfoliation.
- 121** Radiograph or photograph indicate that not all surfaces requested require treatment.
- 123** Radiograph or photograph does not depict the entire crown or tooth to verify the requested surfaces or procedures.
- 124** Radiograph or photograph indicate additional surfaces require treatment.
 - a** Denied by Prior Authorization/Special Claims Review unit. Requested surfaces do not coincide with submitted radiographic or photographic evidence.

- 126 Fillings, stainless steel crowns and/or therapeutic pulpotomies in deciduous lower incisors are not payable when the child is over five years of age.
- 266 Payment and/or authorization denied.
 - a X-rays or photographs are not current. Unable to evaluate treatment.
- 271 Procedure requested is disallowed due to any of the following:
 - b Apical radiolucency.
- 624 Per x-rays, photographs and/or clinical examination, additional surface(s) require treatment.
- 671 Per x-rays, photographs and/or clinical examination, procedure requested is disallowed due to the following:
 - b Apical radiolucency.

TREATMENT AUTHORIZATION REQUEST (TAR)

Providers are reminded that prior authorization is not required for fillings and prefabricated/stainless steel crowns. At this time, if a provider submits a TAR for services not normally requiring prior authorization, ***Denti-Cal will not review these procedures***. The provider receives a Notice of Authorization (NOA) with the adjudication reason code 355A or 355B and zero dollars in the allowed amount. Should the provider perform these nonreviewed services and submit the NOA for payment, radiographs must be attached.

At its discretion, Denti-Cal may elect to review fillings and prefabricated/stainless steel crowns on TARS when these impact the total treatment plan. Upon review, the services would receive adjudication reason code 355C and would not require submission of radiographs and photographs when submitting the NOA for payment.

By the fall of 2004, it is anticipated that providers will have the option to submit a TAR for authorization with restorative services listed. The process will be explained in a future bulletin.

California Schools of Dentistry participating in the University Pilot Project will continue to perform claims adjudication for their students in accordance with these program criteria.

For additional information please phone Denti-Cal toll-free at (800) 423-0507.