

Denti-Cal Bulletin



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How to Avoid Delays or Denials on Treatment Authorization Requests (TARs) and Claims

Providers can reduce the number of delayed or denied Treatment Authorization Requests (TARs) and claims by avoiding these common errors:

TARS

- Non-diagnostic radiographs
- Missing or incomplete submission of radiographs
- Poor prognosis for treatment: i.e. tooth/teeth/arch show severe bone loss or gross destruction rendering the tooth/teeth/arch unrestorable
- Prosthetic evaluation form (DC054) is not adequately completed or is in conflict with treatment requested
- Comprehensive full mouth treatment plan not submitted for prosthetic appliances
- Radiographs do not substantiate periodontal diagnosis (pocket depths/bone loss or presence of calculus on roots) in order to allow scaling and root planing
- Written documentation to substantiate medical necessity is missing or incomplete

Claims

- Non-diagnostic radiographs
- Missing or incomplete submission of radiographs
- Clerical errors such as failure to sign claim form, failure to date services, and failure to submit treating provider numbers on Claim Service Lines (CSL)
- Radiographs fail to demonstrate medical necessity for restoration payment
- Written documentation to substantiate medical necessity is missing or incomplete
- Failure to submit photographs with claim and/or photos fail to demonstrate medical necessity



***Visit Denti-Cal and Electronic Data Interchange (EDI)
Booths at Anaheim California Dental Association
(CDA) Scientific Session***

Be sure to visit the Denti-Cal booths at the CDA Scientific Session in Anaheim, Friday, May 15, 2009 through Sunday, May 17, 2009. Representatives from Denti-Cal will be on hand in Booth 739, Hall B, of the Anaheim Convention Center to provide information and answer questions.

For questions, please contact the Denti-Cal Telephone Service Center at (800) 423-0507.