



Newsletter

December 2019

Endodontic Coverage

Endodontics is an area where providers often have questions about why a preauthorization or referral may or may not be approved. Here are a few pointers:

- **Endo is only covered if the tooth is restorable within the OHP coverage package. This means that additional indicated services, such as crown lengthening or a full coverage crown, could impact the determination about the endodontic service.**
- **Molar endo is only covered on first molars for adults aged 21 and older who are pregnant. First and second molars are covered for those aged under 21.**
- **The crown to root ratio must be at least 1:1 and the tooth should have a good prognosis.**

The OHP endodontic coverage rules are listed, in full, below.

(6) ENDODONTIC SERVICES:

(a) Endodontic therapy:

(A) Pulpal therapy on primary teeth (D3230 and D3240) is covered only for clients under 21 years of age;

(B) For permanent teeth:

(i) Anterior and bicuspid endodontic therapy (D3310 and D3320) is covered for all OHP Plus clients; and

(ii) Molar endodontic therapy (D3330):

(I) For clients through age 20, is covered only for first and second molars; and

(II) For clients age 21 and older who are pregnant, is covered only for first molars.

(C) The Division covers endodontics only if the crown-to-root ratio is 50:50 or better and the tooth is restorable without other surgical procedures.

(b) Endodontic retreatment and apicoectomy:

(A) The Division does not cover retreatment of a previous root canal or apicoectomy for bicuspid or molars;

(B) The Division limits either a retreatment or an apicoectomy (but not both procedures for the same tooth) to symptomatic anterior teeth when:

(i) Crown-to-root ratio is 50:50 or better;

(ii) The tooth is restorable without other surgical procedures; or

(iii) If loss of tooth would result in the need for removable prosthodontics.

(C) Retrograde filling (D3430) is covered only when done in conjunction with a covered apicoectomy of an anterior tooth.

(c) The Division does not allow separate reimbursement for open-and-drain as a palliative procedure when the root canal is completed on the same date of service or if the same practitioner or dental practitioner in the same group practice completed the procedure;

(d) The Division covers endodontics if the tooth is restorable within the OHP benefit coverage package;

(e) Apexification/recalcification procedures:

- (A) The Division limits payment for apexification to a maximum of five treatments on permanent teeth only;
- (B) Apexification/recalcification procedures are covered only for clients under 21 years of age or who are pregnant.

Timely Filing

Beginning January 1, 2020, Capitol Dental is required to adhere to Oregon OAR 410-141-3420, Managed Care Entities (MCE) Billing, which requires all claims to be submitted to the State within four months of the date of service. In accordance with these new filing timelines, all services performed after January 1, 2020 must be billed within four months of the date of service. Any initial claim received later than four months after the date of service will be denied for timely filing. Corrections to claims, supporting documents or clarifying attachments may be submitted up to one year from the date of service. All claims that have not been paid within one year from time of service will be closed and denied for timely filing limitations. As a reminder, Medicaid rules do not allow the patient to be charged for claims denied due to untimely filing.

Notification about Changes to Credentialing Status

Clinics or organizations who lose a provider, but are still able to continue care for their patients using existing credentialed providers, should notify Capitol Dental within 30 days of this change. Solo practices that are terming for any reason such as retirement or contract changes, must provide a written 90 day notice prior to termination of network participation. This allows us time to contact all members affected by the change in access. Notifying CDC about a provider leaving is just as important as notifying us of prospective new providers and allows us to notify PH Tech and update our records for accurate reporting to CCO's.

As a reminder, Capitol Dental Care must credential all dentists and denturists who provide dental care to our members. All providers must complete the credentialing process prior to providing care to our members. Providers who deliver care before the credentialing process is complete will only be paid at DMAP rates, rather than on Capitol's standard fee schedules. If you are an existing provider, and would like to add a provider to your location, please advise us of the desired changes prior to having the new provider see our members. Our Credentialing Coordinator, Leslie Marshall, is available to assist with any credentialing questions. She can be reached at providers@capitoldentalcare.com.

Capitol Dental Care Policies and Procedures - Attestation

Beginning this year, and continuing onward on an annual basis, Capitol Dental Care is required to disseminate some of its policies and procedures to its provider network and collect acknowledgement/attestation that the provider has read and agrees to follow said policies and procedures. Your office will be contacted via email. We will provide attestations to distribute to each provider and a zip file of all current policies to review. Please return the signed attestation pages within the timeframe requested. A provider must have a signed attestation during each calendar year that they are credentialed. If a provider works for multiple offices, the attestation is good for ALL credentialed locations. We appreciate your time and assistance in complying with this requirement.

Meet our Case Management Team

We would like to introduce you to the leaders on our Case Management team. Capitol Dental Care recognizes the value the Case Management team brings to the organization and to our members. Their passion for serving our members is unmatched.

Lorena Martinez has been with Capitol Dental care for 8 years. Lorena began her career with on our member service team taking incoming calls. It was apparent Lorena would grow into a case manager because Lorena has passion for our members and a style that creates trust with each member she

touches. Her main duty centers on our Foster Kids. Lorena goes above and beyond to make sure these children get their needs met.

Lorena is a very busy soccer mom raising two beautiful little boys. Isaac is 12 years old, loves soccer, and keeps his mom busy with his many soccer tournaments. Leo is just about to turn 2 and looks up to his big brother.

You can reach Lorena Martinez at Casemanagment@Capitoldentalcare.com or Martinezlo@interdent.com



Karen Del Rosal has been with Capitol Dental care for almost 6 years. Karen started out on our member service team, taking incoming calls. Karen worked on various projects such as Pediatric Referrals and follow up for ED Patients. Karen grew into a Case Manager with a focus on members previously seen in the ED. Karen reaches out to the member personally to connect them with a dental home, and assist the member to understand the importance of regular dental care. Karen has also grown into an all-around Case Manager by working with our diabetic patients and expectant mothers.

Karen stays busy raising an active 10-year-old boy named Laythan. He is a beautiful little boy who loves animals and loves to draw. Karen prides herself on being Laythan's mom and you can find her on the weekends visiting pumpkin patches, going for horseback rides, or cutting down their own Christmas tree.

Karen Del Rosal can be reached at Casemanagment@Capitoldentalcare.com or Delk@interdent.com.



Please feel free to reach out to either Karen or Lorena at any time you need help with a patient. They are always happy to help and look forward to talking with you.

Capitol Dental Foster Care Gift Drive

Thank you! Thank you to all who so generously donated to the Foster Care gift drive! Because of your generosity, over 75 children will have amazing gifts to open on Christmas morning. The collection area overflowed with toys and treasures that will go to kids that deserve some happiness in their lives. Capitol Dental is grateful and proud to work with such a generous team.