

# Dental and Oral Surgery Authorization

Unless otherwise specified, information in this policy does not apply to members with the Choice or Choice Plus products offered through Passport Connect<sup>SM</sup>. For UnitedHealthcare's related policies/procedures, please go to [www.UnitedHealthcareOnline.com](http://www.UnitedHealthcareOnline.com) or call 800-708-4414.

## Criteria

Limited dental and oral surgery services may be covered under standard medical benefits.

Prior authorization is required for all elective (non-urgent) inpatient or surgical day care admissions for dental care, extractions and oral or periodontal surgery. Services are authorized when service-specific Medical Review Criteria are met.

Current Medical Review Criteria is available online in the in the Medical Management section of Harvard Pilgrim's provider site at [www.harvardpilgrim.org](http://www.harvardpilgrim.org).

A copy of the current Dental/Oral Surgery Services criteria may also be obtained by contracting Harvard Pilgrim's Provider Service Center at 800-708-4414.

## Action Required

Authorization should be requested at least one week prior to the date of service to allow Harvard Pilgrim sufficient time to evaluate member eligibility, level of benefits and medical necessity. Request prior authorization through one of the following channels:

### Electronic

Submit a transaction record with required information using the *HPHConnect* or NEHEN transaction service.

- Detailed HPHConnect instructions are available at [www.harvardpilgrim.org/providers](http://www.harvardpilgrim.org/providers). (Refer to the user guides at *HPHConnect/User Guides*.)
- For NEHEN instructions, refer to your NEHEN documentation.

### Harvard Pilgrim Response

The request pends for receipt of medical information and oral health coordinator evaluation. Evaluation is completed within two business days after receipt of medical information. The final status will be available online.

### Telephone or Mail

Send information, including documentation of medical necessity, to Harvard Pilgrim's Oral Health Coordinator.

- |               |   |                |                              |
|---------------|---|----------------|------------------------------|
| • <i>Mail</i> | Oral Health Coordinator<br>Harvard Pilgrim Health Care<br>1600 Crown Colony Drive<br>Quincy, MA 02169 | • <i>Fax</i>   | 617-509-4209                 |
|               |   | • <i>Phone</i> | 800-708-4414 or 617-509-1400 |

### Harvard Pilgrim Response

The request pends for receipt of medical information and oral health coordinator evaluation. Evaluation is completed within two business days after receipt of medical information. The decision will be communicated by fax or telephone within one business day.

## Information Required

The following information is required for a dental or oral surgery request:

- Member's name and Harvard Pilgrim identification number
- Admitting physician's name and National Provider Identifier (NPI)
- Hospital name, location and National Provider Identifier (NPI)
- Service(s) requested
- Diagnosis and clinical information, including castings (when applicable), panorex films, MRI and/or CT reports
- Admission date

All requests for services must be submitted with a valid NPI for the requesting and servicing providers.

(continued)

### Authorization Changes

Harvard Pilgrim must be informed when any change to an authorized procedure occurs, such as a change in the date of service.

#### Electronic

---

Edit the existing transaction record or submit a new transaction record, using the *HPHConnect* or NEHEN transaction service.

- Detailed *HPHConnect* instructions are available at [www.harvardpilgrim.org/providers](http://www.harvardpilgrim.org/providers). (Refer to the user guides at *HPHConnect/User Guides*.)
- For NEHEN instructions, refer to your NEHEN documentation.

#### Telephone

---

Fax or telephone changes to the Harvard Pilgrim Oral Health Coordinator.

- Fax 617-509-4209
- Phone 800-708-4414  
617-509-1400

---

#### PUBLICATION HISTORY

01/01/12 removed First Seniority Freedom information from header