


PLAN OPERATIONS	 From DentaQuest			
	<i>Policy and Procedure</i>			
	Policy Name:	Over and Under-Utilization	Policy ID:	PLANCG-39
	Approved By:	Quality Assurance and Performance Improvement Committee	Last Revision Date:	01/20/2026
	States:	Oregon	Last Review Date:	04/06/2026
Application:	Medicaid	Effective Date:	04/07/2026	

PURPOSE

To establish the policy on how the Dental Subcontractor monitors the utilization of services provided by Primary Care Dentists (PCDs).

POLICY

The Dental Subcontractor monitors PCD utilization through its PCD Utilization Report. This report is generated monthly and may be presented to the Quality Assurance and Performance Improvement Committee for review on a bi-monthly basis. The purpose of the PCD Utilization Report is to monitor over and under-utilization of Oregon Health Plan (OHP) covered services by the PCDs contracted with the Dental Subcontractor.

PCD will submit encounter data to the Dental Subcontractor on the most recent American Dental Association (ADA) claim form, or other form as required by OHA or the Dental Subcontractor. To receive credit for this encounter data, the claim form must be submitted to the Dental Subcontractor within 30 days of the services that are rendered. The Dental Subcontractor maintains a Maximum Allowable Fee for each covered ADA code. PCD will be given credit for submitted encounter data up to the Maximum Allowable Fee.

Sub-capitated PCDs are subject to performance metrics as provided to the PCD by the Dental Subcontractor Provider Relations Department. These metrics are based on the Dental Subcontractor utilization goals and the OHA Quality Incentive Metrics and will change based on the measurements set by the OHA.

The Dental Subcontractor’s PCD Utilization Report is found on the Advantage Secure Website at www.AdvantageDental.com. Once the Provider logs into the secure site they can click on Reports then Utilization, to get the most current report. All amounts in this report are from the Date of Service in the time frame of the report.

REFERENCES

- 42 CFR 438.330 Quality assessment and performance improvement program
- OAR 410-141-3525 Outcome and Quality Measures

FORMS AND OTHER RELATED DOCUMENTS

PCD Withhold Goal Overview

Revision History

Date:	Description
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03/12/2015	Approval and adoption.
02/23/2016	Updates based on annual review.
02/14/2017	Updates based on annual review.
03/12/2018	Updates based on annual review.
05/20/2019	Updates based on annual review.
12/29/2019	Conversion to revised policy and procedure format and naming convention.
12/28/2020	Updates based on annual review.
11/11/2021	Updates based on annual review.
1/18/2022	Updates based on annual review.
12/31/2022	Updates based on annual review.
11/13/2023	Updates based on annual review.
04/25/2024	Updates based on annual review.
08/13/2024	Updates based on annual review.
01/09/2025	Updates based on annual review.
01/20/2026	Updates based on annual review.