| PLAN OPERATIONS | Advantage Dental From DentaQuest | | | |
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| | ***Policy and Procedure*** | | | |
| | Policy Name: | **Referrals** | Policy ID: | **PLANCG-49** |
| | Approved By: | Peer Review and Credentialing Committee | Last Revision Date: | 01/09/2025 |
| | States: | Oregon | Last Review Date: | 03/26/2025 |
| | Application: | Medicaid | Effective Date: | 03/27/2025 |

**PURPOSE**

To establish the Dental Care Organization's (DCO's) policy for submitting, reviewing and processing referrals for treatment.

**POLICY**

All referrals from a Primary Care Dentist (PCD) will be submitted to the DCO for approval before referring an enrollee to a specialist. Referrals from open access providers will follow the same process as PCD referrals, with the exception of pediatric referrals when an enrollee is assigned to a pediatric provider. In these instances, the enrollee must be referred to their assigned pediatric provider.

All referrals will be submitted using the Provider Portal system (for details on how to submit a referral please refer to the pre-authorization, referral, case review instruction manuals).

The DCO will review the referral and, when approved or denied, notify the PCD. If the referral is denied the PCD will be notified electronically, and the enrollee will receive a Notice of Action Benefit Denial (NOABD) (See Notice of Action Benefit Denial policy). If an enrollee switches PCDs, previously approved referrals will be honored for six months passed the 12-month expiration. This does not apply to existing pediatric referrals if an enrollee was reassigned to a pediatric PCD. The PCD office will forward the approved referral to the specialist using the Provider Portal system. Once the specialist receives the referral, the specialist will schedule an appointment with the enrollee. The completed referral form sent to the specialist will include the following:

1. The date;
2. Recipient ID number;
3. Enrollee's name, address and telephone number;
4. Nature of the problem;
5. Reason for referral (reason PCD cannot perform the services themselves);
6. Diagnostic tests or x-rays that have been done; and
7. Chart notes

If the specialist does not understand or agree with the referral from the PCD, then the specialist should call the PCD and request that the PCD change or amend the referral. The PCD should then copy and resubmit the original referral so that this change can be approved and documented in the database.

For enrollees with special health care needs or receiving Long Term Services and Supports determined through an assessment to need a course of treatment or regular care monitoring, the DCO allows direct access to a specialist as appropriate for the enrollee's condition and identified needs. The PCD will write the referral as an open direct access referral, which is valid for 12 months. Upon expiration, the specialist

will revisit the case with the PCD to determine if specialty services are still needed. If specialty services are needed, a new referral shall be submitted for approval.

Individuals or entities that conduct utilization management activities are not compensated in a manner so as to provide incentives for the individual or entity to deny, limit, or discontinue medically necessary services to any enrollee.

REFERENCES
OAR 410-141-3515 Network Adequacy

***Revision History***

| Date: | Description |
|---|---|
| 07/10/2013 | Approval and adoption. |
| 06/06/2014 | Updates based on annual review. |
| 03/02/2015 | Updates based on annual review. |
| 04/17/2015 | Updates based on CCO partner audit findings. |
| 02/23/2016 | Updates based on annual review. |
| 02/17/2017 | Updates based on annual review. |
| 03/12/2018 | Updates based on annual review. |
| 05/20/2019 | Updates based on annual review. |
| 12/09/2019 | Conversion to revised policy and procedure format and naming convention. |
| 12/29/2020 | Updates based on annual review. |
| 11/11/2021 | Updates based on annual review. |
| 12/31/2022 | Updates based on annual review. |
| 11/13/2023 | Updates based on annual review. |
| 04/26/2024 | Updates based on annual review. |
| 01/09/2025 | Updates based on annual review. |