

NOTICE:

Management of Dental Expedited Prior Authorization Request

September 1, 2017

Valued Providers,

Effective October 1, 2017, Health Choice is implementing a policy to enhance the management of expedited prior authorization and specialty referral requests. Dental providers submitting requests that do not meet expedited criteria will be notified that the request will be managed as a standard request in the allowed 14 day decision timeline unless the provider can provide additional clinical information within 24 hours to support the expedited request.

The following clinical rationale defines the appropriate use of an expedited prior authorization request:

- A dental emergency is an acute disorder of oral health resulting in severe pain and/or infection as a result of pathology or trauma.
- Processing the request within the standard time frame will jeopardize the life or health of the member.
- Processing within the standard time frame will impact the member's ability to achieve or regain maximum function.

Thank you for all the care and services you provide to our members. Working together, we can ensure we meet the needs of our members.

Please note, limited emergency dental services with a maximum of \$1,000 per member per contract year for members 21 years of age and older will be **effective October 1, 2017**.

Please see the Dental Matrix on the Health Choice website <http://www.healthchoiceaz.com/> or contact your Network Representative if you have questions.

