



COMMISSIONER  
Jon Weizenbaum

March 11, 2013

To: Community Living Assistance and Support Services  
Case Management Agencies and Direct Service Agencies

Subject: Information Letter No. 13-14  
Implementation of Dental Contractor to Review Requests for Dental Services

As part of the expansion of Utilization Management and Review (UMR), the Department of Aging and Disability Services (DADS) recently entered into a contract with The University of Texas Health Science Center at San Antonio (UTHSCSA). In accordance with the terms of the contract, UTHSCSA provides a Texas licensed dentist who reviews Community Living Assistance and Support Services (CLASS) Individual Plan of Care (IPC) proposals including dental services as outlined in this letter. A similar contractual agreement has allowed the Community Based Alternative (CBA) Program to conduct utilization review on dental services since September 1, 2010.

DADS Intellectual and Developmental Disabilities (IDD) Waivers Program Enrollment / Utilization Review (PE/UR) staff will forward to the dental contractor IPCs received by DADS that are selected for review of requested dental services. This includes, but is not limited to dental requests that require:

- approval to exceed a \$2,000 limit;
- a decision regarding medical need;
- consultation regarding cost effectiveness; or
- consultation to determine if the dental service requested is an allowable service.

### **Required Documentation of Dental Services**

All CLASS Case Management Agencies (CMA) must follow the submission standards outlined in CLASS Provider Manual (Section 2000) when submitting IPCs to include requests for dental services to PE/UR. The CMA must ensure that in addition to documents outlined in the CLASS Provider Manual, the following documents and forms are included in the submission:

- proposed Dental Treatment Plan;
- documentation regarding utilization of Medicare/Medicaid/Third-Party Resources; and
- any other documents received which relate to the proposed dental request.

To facilitate the review and consideration of requests for dental services, CLASS contracted CMAs and Direct Service Agencies (DSA) must include their contact information, including e-mail

address and phone number, with the packet sent to PE/UR with all requests for dental services. In addition, the DSA must include contact information for the dentist who completes the dental treatment plan (i.e., the treating dentist). This contact information must include the treating dentist's e-mail address and phone number.

The DADS dental contractor may request additional items (e.g., x-rays, etc.) from the dentist who developed the dental treatment plan, as necessary. Documentation must be provided within the requested time frame. The DADS dental contractor may contact the dentist by telephone, or by using secure e-mail if it is a simple matter of missing information or clarification. If the contact is made by secure e-mail, the dental contractor and treating dentist will copy the CLASS CMA, DSA and DADS PE/UR on the e-mail correspondence. PE/UR staff will keep a record of any additional information requested by the dental contractor from the treating dentist, as well as the rationale provided by the dental contractor for denying or approving the request.

Please note, to protect the confidentiality of protected health information, the dental contractor will send encrypted e-mail using Voltage SecureMail software. This software prompts recipients to enter their e-mail address and set-up a password in order to access the encrypted e-mail. The CLASS CMA and DSA can receive and reply to secure e-mail sent by DADS staff; however, they are not licensed by DADS' Voltage agreement to compose a new secure e-mail. CLASS CMA and DSA may purchase a Voltage SecureMail license for their communication needs.

The time frame for DADS PE/UR to process IPCs, including those IPCs that include requests for dental services, will not change with the addition of dental service reviews.

The CLASS individual will continue to have the right to appeal any adverse action taken by DADS in response to a request for dental services. Action taken by DADS will be based on the dental contractor's recommendation. PE/UR will continue to review and make decisions regarding IPC submissions that include requests for dental services that do not require review by the DADS dental contractor as indicated in this letter.

For questions regarding the content of this letter, please contact the CLASS/DBMD Message line at (512) 438-4806.

Sincerely,

*[signature on file]*

Cathryn Horton  
Section Manager  
Utilization Management and Review