



COMMISSIONER  
Chris Traylor

October 21, 2010

To: Community Based Alternatives Home and Community Support Services Agencies  
Integrated Care Management 1915(c) Waiver Home and Community Support Services Agencies

Subject: Community Services Information Letter No. 10-108  
Implementation of Dental Contractor to Review Requests for Dental Services

The Department of Aging and Disability Services (DADS) recently implemented 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 requests for Community Based Alternatives (CBA) and Integrated Care Management 1915(c) Waiver (ICMW) dental services as outlined in the following paragraph.

DADS case managers forward to the dental contractor all CBA and ICMW dental requests that would normally be sent to the DADS regional nurse. This includes, but is not limited to, dental requests that require:

- approval to exceed the \$5,000 service 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 CBA and ICMW Home and Community Support Services Agencies (HCSSAs) must follow the procedures outlined in [Information Letter \(IL\) 2008-80, Implementation of Dental Services as a CBA Service Category](#) when submitting dental requests to the DADS case manager. As noted in IL 2008-80, HCSSAs must submit the following required documentation to the DADS case manager:

- [Form 3671-J, Dental Services - Proposed Treatment Plan](#);
- [Form 3671-H, Dental Services](#);
- [Form 3672, Medicare/Medicaid/Third-Party Resources Utilization Report](#); and
- any other documents received which relate to the dental request.

The HCSSA must submit the Form 3671-J to the DADS case manager for all dental services requests. If the dentist who completes the dental treatment plan (i.e., the treating dentist) does not complete the Form 3671-J accurately (e.g., the form is not completed according to the form instructions) or there isn't sufficient documentation on the form to justify the request for dental services, the HCSSA must provide additional documentation, after contacting the treating dentist, on [Form 3671-F, Rationale for Adaptive Aids, Medical Supplies, Dental Services and Minor Home Modifications](#), and submit the Form 3671-F to DADS along with the Form 3671-J.

To facilitate the review and consideration of requests for dental services, CBA and ICMW HCSSAs must include their contact information, including e-mail address, with all requests for dental services. In addition, the HCSSAs must include the contact information for the treating dentist and the contact information must include the treating dentist's e-mail address and phone number.

The dental contractor may request additional items (e.g., x-rays, etc) from the treating dentist. The dental contractor may contact the treating dentist by telephone, if it is a simple matter of missing information or clarification, or may obtain the additional information by sending the treating dentist a secure e-mail. If the contact is made by secure e-mail, then the dental contractor and treating dentist will copy the HCSSA and the DADS case manager on the e-mail correspondence. In these situations, the treating dentist provides the information in a secure e-mail to the dental contractor with a copy to the HCSSA and DADS case manager. The dental contractor will provide a suggested time frame for the treating dentist to provide the additional information. The DADS case manager keeps 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 that, to protect the confidentiality of protected health information, the dental contractor sends encrypted e-mail to the HCSSAs using Voltage SecureMail software. This software prompts HCSSA staff to enter their e-mail address and set-up a password in order to access the encrypted e-mail. The HCSSAs 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. HCSSAs may purchase a Voltage SecureMail license for their own use.

The time frame for processing change requests, including dental requests, will not change. Every effort will be made for the dental contractor to review dental requests within the current 14 day change request time frame. The DADS case manager must also process dental requests utilizing the dental contractor within current policy time frames for initial certifications and annual reassessments. The DADS case manager must document delays beyond current policy time frames in the CBA and ICMW individual's case record.

The CBA and ICMW individual will continue to have the right to appeal the action taken by the DADS case manager regarding the dental request. The action taken by the DADS case manager will be based on the dental contractor's recommendation. DADS case managers will continue to review and make decisions regarding dental requests that do not require submittal to the dental contractor as outlined in [Community Services and Program Operations Policy Clarification 10-09-004, Implementation of Dental Contractor Services](#). DADS has the final authority to approve or deny requests for dental services.

For questions regarding the content of this letter, please contact the Community Services Policy line at (512) 438-3015.

Sincerely,

*[signature on file]*

Teresa Richard  
Director  
Center for Policy and Innovation

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