

AHCCCS Adult \$1000 Emergency Dental Benefit Prior Auth & Billing Update

November 10, 2017

Dear Care1st Dental Providers and Staff:

The **Over 21 Advantica/Care1st Clinical and Billing Guideline** was just updated to include the **new \$1000 Adult Emergency Benefit** that went into effect October 1, 2017.

Please see the below important information regarding changes to prior auth and billing requirements for this new benefit:

1. Prior Authorization is **not** required for the \$1000 Acute Over 21 Emergent Dental Benefit. If Advantica receives a prior authorization for this new benefit, it will be marked “No Prior Authorization Required for the \$1000 Over 21 Acute ER Benefit, Submit for Retro Review with Chart Notes and X-ray if warranted” and returned to you.
2. Chart Notes are required with all adult emergency dental claims. Billed services will be retro reviewed along with x-rays if warranted. A narrative on the ADA Form is not sufficient for this new benefit. Chart notes and if warranted x-rays will be reviewed to ensure the procedure meets the AMPM definition of a dental emergency and covered services.
3. As defined in AMPM Chapter 310-D1 a dental emergency is “an acute disorder of oral health resulting in severe pain and/or infection as a result of pathology or trauma”.
4. The updated Guidelines are available at www.care1staz.com (choose Care1st > Providers > Dental) and on the Advantica website www.advanticabenefits.com (choose Dental Provider Log On > log into portal > choose Provider Reference Manuals).
5. Additional information regarding the Adult Emergency Dental Benefit can be found at www.care1staz.com (choose Care1st > Providers > Blast Faxes and select “AHCCCS Benefit Changes Effective October 1, 2017”)

If you have any questions or need assistance, please contact Care1st Network Management using the information below. **Thank You!**

Care1st Network Management
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