

V. Over-Utilization Review Procedures

The over-utilization review system was approved by the Board of Trustees in March 1984. The following procedures are to be followed by the component peer review committee when conducting carrier-initiated over-utilization reviews.

The purpose of an over-utilization review being requested by a carrier is to show a pattern of over-utilization by the dentist. The findings in an over-utilization review could result in a refund to the carrier by the dentist and the dentist being referred to the CDA Judicial Council for investigation.

All over-utilization reviews requested by a carrier involving a specialist should be handled by the component peer review committee where the treatment was rendered using the expertise of a dentist from the particular specialty involved. This must be done in the interest of time as it would be impossible to send the case to the specialty committee and stay within the suggested working time frame.

If, during a review and patient examination, the component peer review committee determines that the dentistry proposed or already performed is grossly inadequate or grossly inappropriate, the component peer review committee should forward a separate cover letter along with the letter of resolution to the CDA Council on Peer Review requesting that the case be referred to the CDA Judicial Council for possible referral to the Dental Board of California.

Receipt of Request for Over-Utilization Review from Carrier

When an over-utilization review is requested by a third party carrier, the following steps should be taken:

1. Screen the written request to make sure it includes the following:
 - a. Description of the problem.

- b. Specific questions the review is to address.
 - c. Copy of carrier's consultant evaluation.
 - d. Copies of claim forms, preauthorization form if available, radiographs and any other correspondence pertinent to the case.
 - e. A signed Carrier Agreement Form (Form #68) (or a statement in the initial letter of request for review) stating that the carrier will abide by the decision of the committee on all cases not pertaining to issues concerning services covered under dental contracts.
 - f. A check payable to CDA for the proper amount to cover the review. This amount will be \$500.00 per case and is non-refundable.
2. A Notification of New Case (Form #10) must be completed and a copy forwarded to the component chair and component staff.
 3. Complete the Peer Review Checklist (Form #12). (Refer to Screening Procedures Section II – Responsibilities of the Peer Review Staff.)

60-Working Day Time Limitation for Review

CDA

The letter to the dentist requesting information must be mailed by certified mail return receipt requested, and will allow a maximum of five (5) working days from date of receipt to respond with requested information. The letter to the dentist will state that failure to do so will result in the review continuing without benefit of dentist information, as well as a probable referral to the Judicial Council for non-compliance.

If these time limitations cannot be met by any party involved for any reason, contact the Council on Peer Review.

- a. When a request from a carrier is received, CDA will have 5 working days to complete the screening, gather additional information needed, and assign the case to the component peer review committee for a clinical examination.

NOTE: No Record Release or Patient Agreement forms will be necessary.

- b. The component peer review committee will have 20 working days to perform a clinical examination if necessary and submit a resolution letter to the CDA Council on Peer Review.
- c. If additional information is necessary from the carrier, CDA's request letter will be sent by certified mail return receipt requested, and will allow the carrier a maximum of five (5) working days from date of receipt to respond. The letter will state that failure to do so will result in the review being terminated.
- d. Upon receipt of the Resolution Letter (Form #59) CDA will have five (5) working days to review the resolution letter and either approve as written or contact the component for additional information. The component peer review committee will then have five (5) additional working days to supply the requested information and/or submit a redrafted resolution.
- e. CDA will approve and finalize the resolution. CDA will mail the resolution to the involved parties by certified mail return receipt requested, and will forward a copy to the component peer review committee chair.
- f. Carrier and dentist will have ten (10) working days from date of the resolution letter to initiate an appeal.

Appeals

- a. The carrier or the dentist must forward a written statement to the Council on Peer Review's Appeals Panel outlining the reason for an appeal within ten (10) working days from the date of the resolution letter.
- b. CDA will have 20 working days to conduct an appeal. The appeal process begins the date the appeal request is received by CDA.
- c. Final decision will be mailed to the carrier and dentist by the end of the 20 working days.