

## Delta Dental

### DeltaCare<sup>®</sup> USA referral policy — Maryland

We will authorize continuing care from a specialist if Your Contract Dentist determines that You have a life-threatening, degenerative, chronic or disabling dental condition or dental disease that requires specialized dental care; and the specialist has expertise in treating the life-threatening, degenerative, chronic or disabling dental condition or dental disease and is a Contract Specialist. This standing referral is made in accordance with a written treatment plan for a covered service developed by the Contract Dentist, the Contract Specialist and You.

We will authorize a referral to a specialist who is not a Contract Specialist if 1) You are diagnosed with a condition or disease that requires specialized health care services or medical care; and 2) if We do not have a Contract Specialist with the professional training and expertise to treat or provide health care services for the condition or disease; or 3) We cannot provide reasonable access to a Contract Specialist with the professional training and expertise to treat or provide health care services for the condition or disease without unreasonable delay or travel.

**Direct Referral Program:** Under the plan's direct referral program, if the assigned contracted general dentist determines that the provision of a covered dental service would be beyond the scope of practice of a general dentist, the assigned contracted general dentist may refer the enrollee for a limited examination by a contracted specialist without first seeking preauthorization for that referral from Delta Dental.

**Specialty Referral:** Alternatively, the contracted assigned general dentist may request that Delta Dental facilitate the specialty referral. Delta Dental will accept a contracted general dentist's preauthorization request for a limited examination by a contract specialist for routine non-emergency services whether in writing or by a telephone call to the Customer Service department. For emergency specialty services, if a general dentist elects to have the specialty services preauthorized by Delta Dental, the preauthorization request is to be telephoned to the Customer Service department to ensure the timely provision of palliative care.

**Non-Panel Specialist Referral (Non-Contracted Specialist Referral):** Alternatively, Enrollees may also request a referral to a Non-Contracted Specialist if all the following conditions are met:

1. The Enrollee has been diagnosed with a condition or disease that requires specialized care
2. The Enrollee's plan does not have a Contract Specialist in its panel with the training and expertise to treat the condition or disease
3. The Enrollee's plan cannot provide reasonable access to a Contract Specialist with the professional training and expertise to treat or provide dental services for the condition or disease without unreasonable delay or travel

The Enterprise will accept an Enrollee's referral request in writing or by a telephone call to the Customer Service department. In compliance with Maryland Insurance Code §15-10B-06, the Enterprise will make a decision in a timely fashion and appropriate for the Enrollee's condition.

For nonemergency specialty services within:

1. Two (2) working days after receipt of all information necessary to make the determination
2. Three (3) calendar days after receipt for an initial review if the Enterprise does not have sufficient information to make a determination, it will request the information necessary to make a determination

For emergency specialty services, Enrollees may request a Non-Contracted Specialist referral via telephone to the Customer Service department to ensure the timely provision of palliative care.

Should an initial decision be made not to authorize a referral to a Non-Contracted Specialist, and the assigned Contract Dentist believes the decision warrants an immediate reconsideration, the Contract Dentist will be provided an opportunity to speak with the licensed Dentist that rendered the decision, by telephone on an expedited basis, within a period of time not to exceed 24 hours of the Contract Dentist seeking the reconsideration.

The assigned Contract Dentist must complete the Referral Form specifying the services referred to the Non-Contracted Specialist. The referral will explain the need and reason why specialized care is being requested. The Contract Dentist must notify the Enterprise of the referral. In addition, Enrollees are advised to take the Referral Form to the selected Non-Contracted Specialist. The Non-Contracted Specialist should provide treatment, and then submit the Referral Form to the Enterprise.