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| <b>PLAN OPERATIONS</b> | <br>From DentaQuest |   |                     |                  |
|                        | <i>Policy and Procedure</i>  |   |                     |                  |
|                        | Policy Name:   | <b>Emergency Services</b>               | Policy ID:          | <b>PLANCG-20</b> |
|                        | Approved By:   | Peer Review and Credentialing Committee | Last Revision Date: | 03/28/2024       |
|                        | States:  | Oregon                                  | Last Review Date:   | 04/26/2024       |
| Application:           | Medicaid   | Effective Date:                         | 04/27/2024          |                  |

**PURPOSE**

To establish guidelines for the Dental Care Organization’s (DCO’s) emergency call system.

**POLICY**

**I. DCO Emergency Call System**

- A. During normal working hours, enrollees can call their Primary Care Dentist (PCD). If the PCD cannot be reached, the enrollee can call the DCO’s Member Services Department at 1-866-268-9631.
- B. After business hours and on holidays, enrollees can call the DCO’s Member Services Department at 1-866-268-9631. The number will be answered 24 hours a day, seven days a week by a Member Services Representative.
  - 1) The Member Services Representative will provide triage as directed by the Vice President of Clinical Services or their designee.
  - 2) In the event of a dental concern when the PCD cannot be reached, the Member Services Representative will contact an on-call dentist if it meets the emergency or urgency guidelines. If the Member Services Representative cannot reach the on-call dentist, they will contact the following, in this order, until a provider can be reached: (1) the back-up on call provider; (2) each provider that participates in the on-call rotation; and (3) Vice President of Clinical Services.
  - 3) The Vice President of Clinical Services or their designee, who are licensed dentists and the Peer Review and Credentialing Committee of the DCO, will monitor the emergency call system. The Vice President of Clinical Services or their designee, who are licensed dentists, will approve training for the emergency call system for the DCO employees.
  - 4) Each enrollee will be assisted by their assigned PCD and the DCO’s Member Services Department on how to access the emergency system and encouraged and instructed in how to prevent dental emergencies.
  - 5) All Medical Emergencies will be referred to either call 911 or go to the nearest facility providing Medical Emergency Services.
- C. Medical Emergency and Medical Post stabilization services are not provided or covered by the DCO. However dental services provided for the purposes of post stabilization are provided by a DCO provider and are covered by the DCO. The DCO is financially responsible for such post-stabilization services obtained within or outside of its provider network that are preapproved by a participating provider or other DCO representative. The DCO shall limit to enrollees for post-stabilization services to an amount no greater than what the DCO would have charged the

enrollee had the services been provided by one of the DCO's participating providers. For purposes of cost-sharing, post-stabilization care services begin upon inpatient admission.

- D. When an enrollee is seen by the on-call dentist and the on-call dentist is not the enrollee's PCD, a fee is assessed to the DCO. The on-call dentist will need to fill out an emergency call log to accompany his or her American Dental Association (ADA) claim form in order to be paid for the emergency call.
- E. The DCO pays the on-call provider up to \$250 per date of service, per enrollee, for dental emergency care.
- F. Unless instructed otherwise by the PCD, the Member Services Department always attempts to contact the PCD before the on-call provider is contacted, so the PCD has the opportunity to take care of their own dental emergencies.
- G. The DCO will not require pre-authorization for Emergency Services nor limit what constitutes an Emergency Dental Condition on the basis of lists of diagnoses or symptoms.
- H. The DCO will not deny payment for treatment obtained when an enrollee has an Emergency Dental Condition, including cases in which the absence of immediate Dental attention would not have had the outcomes specified in the definition of Emergency Dental Condition or Emergency Dental Condition.
- I. An enrollee who has an Emergency Dental Condition will not be held liable for payment of subsequent screening and treatment needed to diagnose the specific condition or to stabilize the enrollee.
- J. The DCO will not deny a claim for emergency services merely because the enrollee's primary care provider was not notified, or because the DCO was not timely billed for the service.
- K. The DCO will not deny payment for treatment obtained when a representative of the DCO instructs the enrollee to seek Emergency Services.

## **II. On-Call Provider Responsibilities**

- A. It is the on-call provider's responsibility to provide emergency dental services to enrollees during their scheduled on-call time.
- B. The on-call provider is required to respond to all emergency calls received by the DCO's Member Services Department within 30 minutes. The on-call provider then has 24 hours to address/treat the enrollee's dental emergency (relieve the enrollee's emergency).
- C. If the on-call provider does not reach the enrollee when the provider calls the enrollee back to address the enrollee's dental concern, the on-call provider will leave the enrollee a message to call the on-call provider back if the enrollee has not gotten the dental concern addressed. This process puts the responsibility back to the enrollee to call back if the dental concern has not been addressed.
- D. All providers are furnished with an emergency on-call log book. The on-call provider needs to fill this form out each time an emergency call is received. A copy must be sent to the DCO and the PCD, and retained by the on-call provider as part of the patient record.

- E. The on-call provider is responsible for calling in prescriptions. The DCO's Member Services Staff will not call-in prescriptions.
- F. The on-call provider is responsible for determining when treatment of an emergency or urgent dental condition should be provided in an ambulatory dental office setting and when emergency dental services should be provided in a hospital setting. Dental conditions involving the face and mouth that should be referred to the hospital for immediate medical attention include but are not limited to jaw fractures, serious cuts or lacerations to the face and mouth, severe persistent bleeding or an infection with swelling that affects breathing, swallowing or ability to open the mouth.

### **III. Outside The Area Emergency Services**

See Out of Network Services policy.

### **IV. Transportation Issues:**

- A. When an enrollee is calling for dental emergency services and/or request for a prescription refill and the PCD is not available, the Member Services Department will forward the information to the on-call provider. The Member Services Representative will inform the provider of the enrollee's transportation situation and let provider know they are not comfortable advising the enrollee that they need to have transportation before the enrollee is sent to the on-call provider. The on-call provider will make the determination if they can assist the enrollee.

### **V. Ongoing Monitoring:**

- A. In order to monitor access for emergent and urgent access to care, it will be the process to complete an audit of a random sampling of 1% of the emergency calls routed to the emergency call system in the previous month. The Quality Assurance and Reporting Department shall review the emergency call log and request chart notes from the PCD for the next date of service following the date of the emergency call log, along with a printout of the date the appointment was scheduled and any information related to changes made to the appointment and justification for the changes.

If the PCD office does not meet the scheduling timeframes for emergent/urgent appointments as defined in the DCO's Appointment Scheduling Policy, the DCO shall follow up with the PCD office via a phone call and track the following:

- 1) Office explanation for scheduling past threshold
- 2) Office plan to resolve scheduling issues
- 3) Timeframe in which the DCO may expect the issue to be resolved

- B. The DCO shall continue to monitor performance and follow up with the office after the expected resolution to ensure compliance. If the issue is not corrected by the established resolution date, the staff shall report this to the DCO's Peer Review and Credentialing Committee so that they may suggest the next steps, which may include a Corrective Action Plan. A Corrective Action Plan could result in a reduction in membership assignment or even termination if the office cannot meet the timeframes set by the Oregon Health Authority.
- C. In order to ensure enrollees have access to care in the event of a dental concern, the DCO shall conduct monthly monitoring of the PCD afterhours message lines.

On a monthly basis, the Member Services Department shall call 1/3 of the PCD offices to verify their message line directs enrollees on what to do in case of a dental concern. If the provider does

not have directions for afterhours care the DCO's Provider Relations Department will follow up with the office during business hours and instruct them to add an after-hours option for dental concerns which can be the DCO's Member Services phone number.

The provider shall be added to the following month's list of 1/3 of the PCDs to survey to ensure compliance. The DCO shall continue to monitor performance and follow up with the office after the expected resolution to ensure compliance. If the issue is not corrected, the staff shall report this to the DCO's Peer Review and Credentialing Committee so that they may suggest the next steps, which may include a Corrective Action Plan. A Corrective Action Plan could result in a reduction in membership assignment or even termination if the office cannot meet the timeframes set by the Oregon Health Authority.

**REFERENCES**

- 42 CFR 438.100
- 42 CFR 438.114
- OAR 410-141-3840

**DEFINITIONS**

- **“Dental Emergency Services”** means dental services provided for severe tooth pain, unusual swelling of the face or gums, or an avulsed tooth.
- **“Dental Emergency Dental Condition”** means any incident involving the teeth and gums which would require immediate treatment to stop ongoing tissue bleeding, alleviate severe and sudden pain or infection, treat unusual swelling of the face or gums, or to preserve an avulsed tooth.
- **“Dental Urgent Care Services”** means the management of conditions that require prompt attention to relieve pain and/or risk of infection and to alleviate the burden on hospital emergency departments. These shall be treated as minimally invasively as possible. Urgent dental care is distinguished from emergency dental care in that, urgent dental care requires prompt but not immediate treatment. Examples include dull toothache, mildly swollen gums, or small chips or cracks in teeth. Pregnant members shall be seen or treated for Urgent Dental care within one week and non-pregnant members within two weeks. Urgent care treatment is limited to covered services..
- **“Dental Post Stabilization Services”** means Covered Services related to an Emergency Dental Condition that are provided after an enrollee is stabilized in order to maintain the stabilized condition or to improve or resolve the enrollee's condition, the DCO cannot be contacted, or the DCO's representative and the treating dentist cannot reach an agreement concerning the enrollee's care and a contracted provider is not available for consultation. To the extent that services required to treat an emergency medical condition fall within the scope of the services for which the DCO is responsible, the rules under CFR 42 438.114 apply.

***Revision History***

| Date:      | Description                     |
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| 10/11/2013 | Approval and adoption.          |
| 05/02/2014 | Updates based on annual review. |
| 02/23/2015 | Updates based on annual review. |
| 02/23/2016 | Updates based on annual review. |

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| 02/14/2017 | Updates based on annual review.  |
| 07/12/2017 | Updates based on CCO partner audit findings.                             |
| 03/12/2018 | Updates based on annual review.  |
| 03/06/2019 | Updates based on CCO partner audit findings.                             |
| 05/28/2019 | Updates based on annual review.  |
| 11/18/2019 | Updates based on CCO partner audit findings.                             |
| 12/05/2019 | Conversion to revised policy and procedure format and naming convention. |
| 04/23/2021 | Updates based on annual review.  |
| 10/13/2021 | Updates based on annual review.  |
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