Dental Independent Review Process

Initial Claim Denial

Request for Reconsideration

A provider shall submit written request for reconsideration to the DBPM, as provided for by the DBPM and in accordance with applicable rules of the department. The request shall identify the claim(s) in dispute, the reasons for dispute, and any other documentation supporting the provider's position or request by the DBPM.

The DBPM shall acknowledge in writing its receipt of a reconsideration request submitted, within 5 calendar days after receipt of the request.

The DBPM shall render a final decision within 45 days from the date of receipt of the request for reconsideration.

If DBPM reverses the reconsideration payment of claims in dispute shall be made no later than 20 days from the date of the DBPMs decision.

If the DBPM upholds the adverse determination, or does not respond to the reconsideration request within the time frames allowed, the provider has 60 days to request an Independent Review.

Independent Review

Within 10 business days, LDH will make a decision on whether or not the claim is eligible for IR.

Within 14 calendar days of the request for IR, the reviewer shall request all documentation submitted regarding disputed claims within 30 calendar days.

The IR shall examine all materials submitted and render a decision on the dispute within 60 calendar days.

If the reviewer determines that guidance on an administrative issue from the department is required to make a decision, the reviewer shall refer this specific issue to the department for review and concise response to the request within 30 calendar days after receipt.

The IR shall examine all materials submitted and render a decision on the dispute within 60 calendar days.

Payment from the DBPM to Independent Reviewer:

If the DPBM fails to pay the bill for the independent reviewer's services, the reviewer may request payment directly from the department from any funds held by the state that are payable to the DBPM.

Payment from DBPM to Provider:

If the Independent Reviewer renders a decision requiring a DBPM to pay any claims or portion of the claims, within 20 calendar days, the DBPM shall send the provider payment in full along with 12 percent interest calculated back to the date the claim was originally denied or recouped.

Payment from Provider to DBPM:

The DBPM shall pay the fee for an independent review to the Louisiana State University School of Dentistry. The dentist provider shall, within 10 days of the date of the decision of the independent reviewer, reimburse a DBPM for the fee associated with conducting an independent review when the decision of the DBPM is upheld. If the provider fails to submit payment for the independent review within 10 days from the date of the decision, the DBPM may withhold future payments to the provider in an amount equal to the cost of the independent review, and the department may prohibit that provider from future participation in the independent review process.