


<b>UTILIZATION MANAGEMENT</b>				
	<i>Policy and Procedure</i>			
	Policy Name:	<b>Verbal Notification of Authorization Determination</b>	Policy ID:	<b>UM07-INS</b>
	Approved By:	Angela Knuth, Vice President, Utilization Management	Last Revision Date:	10/21/2020
	States:	All States	Last Review Date:	12/12/2023
Application:	Government programs	Effective Date:	12/13/2023	

**PURPOSE**

This policy establishes the process for verbal notification to members and providers of prior-authorization determinations, ensuring compliance with contract and regulatory requirements.

**POLICY**

It is DentaQuest’s policy to ensure verbal notification is completed to members and providers as required by contract and/or regulatory requirements.

**REFERENCES**

- 18 U.S.C. §2510
- 47 U.S.C. §227
- 45 C.F.R. Part 160
- 45 C.F.R. Part 164, Subparts A, C, and E

**PROCEDURE**

- A. DentaQuest uses good faith efforts to ensure that members and providers are notified of prior authorization determinations made by the organization, in accordance with the federal statutes cited above.
- B. Outreach efforts are made daily, using claims data extracted from DentaQuest claims payment records, which are transmitted to a Subcontractor in accordance with applicable statutory requirements, including but not limited to the HIPAA Privacy and Security Rules.
- C. Calls may be recorded, and both live and recorded calls are monitored for quality assurance.
- D. DentaQuest maintains consistent QA standards and performance guidelines relative to verbal outreach and call standards.
- E. All calls are logged, and results including the time and outcome of the call are recorded in DentaQuest’s member and provider files and made available to DentaQuest Customer Service and Audit personnel.