



Orthodontic Transfer Cases

DentaQuest and the Department of Healthcare Policy and Financing (“the Department”) apologize for the length of time it has taken to finalize the orthodontic case transfer process. We deeply appreciate your patience.

Going forward, DentaQuest will process transfers as follows:

Debanding:

- DentaQuest will continue to accept code D8999 for debanding and will reimburse at \$279.13.

Lifetime Orthodontic Maximum:

- The current case rate will be the lifetime orthodontic benefit per member. We will use the current case rate for transfer cases, rather than determining the case rate when the service was originally approved.

Transfer Policy:

- Providers should submit a claim for D8999 for transfer cases, and include the Continuation of Care Submission Form, currently found in the Office Reference Manual (ORM) on page A-15.

DentaQuest will continue to accept the original providers’ assessment of the dollar amount the provider intends to return.

1. The accepting provider – the one taking the transfer, submits a PAR for the remaining orthodontic services to be rendered, and if the amount is higher than the maximum case amount remaining, DentaQuest will pay the accepting provider the balance *up to the amount of the current case rate*.
2. If the accepting provider will not accept the offered fee up to the current case rate; due to amount of treatment remaining, or complexity of the case, a DentaQuest Dental Director experienced in orthodontics will work with the Department to determine the appropriate amount of money to recoup from the former provider and pay to the accepting provider.
3. If the accepting provider submits a transfer case, and there is no record of payment to the original provider in the orthodontic history file, DentaQuest will pay the accepting provider based on what the accepting provider requests in conjunction with DentaQuest’s Utilization Management (UM) review to assess appropriateness.

DentaQuest will continue to work with the Department and the orthodontic community to ensure transfer cases are reviewed and processed promptly going forward.