I. Policy Statement and Purpose
ODS uses clinical practice guidelines to develop criteria for determining treatment and services that are within the necessary and customary standards of dental care for the prevention and treatment of oral tooth decay or fracture. These guidelines are also used for quality improvement projects and oral health promotion.

II. Definitions

ODS Clinical Practice Guidelines – A criteria to determine standards of dental care.

III. Procedures

A. Guideline Resources
Delta Dental and ODS identifies dental clinical practice guidelines using a number of widely accepted resources, including:
1. American Dental Association
2. American Association of Oral Maxillofacial Surgeons
3. American Academy of Periodontists
4. American Academy of Pediatric Dentists
5. American Association of Endodontists

B. Dental Administrative Policy Committee
The ODS Dental Administrative Policy Committee (DAPC) meets as needed to:
1. Review major claim administration policy changes
2. Review dental policy
3. Review ODS Dental Clinical Practice Guidelines annually or bi-annually

The membership of the DAPC includes representation from the following areas:
1. Dental Director
2. Dental Claims and Customer Service
3. Dental Professional Relations
4. Dental Consultants
5. Appeal Unit

C. Guideline Usage and Approval
The Dental Director, Dental Claims Manager, Dental Consultants and/or Screening Supervisors review and approve guidelines.

D. Review and Revision
Guidelines are reviewed annually to ensure that the most recent version is incorporated into the various Delta Dental and ODS Dental department functions and services. Refer to attached for a list of ODS developed dental clinical practice guidelines.

E. Dissemination Process
When the ADA updates the CDT procedure codes and clinical guidelines, or OHP has a change in benefits for processing guidelines, ODS sends updates to its providers via Dental Office Update [newsletter] or via email or letter. ODS also holds annual workshops with its dentists to share updates during those meetings. In addition, the Moda website section for providers features “Clinical information for Consultant Review”; this file contains guidelines for submission on select Dental procedures.

F. Monitoring
Delta Dental and ODS monitors practitioner use of clinical practice guidelines by:
1. Having Delta Dental and ODS Dental Consultants review pre-determinations and claims for payment with procedures requiring specific clinical criteria to ensure appropriate clinical decision-making and appropriate treatment
2. Contracting with an external vendor to review Delta Dental and ODS dental claims data
   a. The program analyzes claims for inappropriate codes to ensure services are clinically acceptable and appropriately applied
   b. The program alerts ODS of providers with potential issues requiring focused reviews
   c. ODS monitors these providers and requests chart notes when appropriate

IV. Related Policies & Procedures, Forms and References

V. Revision Activity

<table>
<thead>
<tr>
<th>New P &amp; P / Change / Revision and Rationale</th>
<th>Final Review / Approval</th>
<th>Approval date</th>
<th>Effective Date of Policy / Change</th>
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<tbody>
<tr>
<td>Refer to UPM Coordinator for revision history</td>
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### VI. Affected Departments:

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<thead>
<tr>
<th>Date</th>
<th>Description</th>
<th>Author</th>
<th>Update 1</th>
<th>Update 2</th>
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<td>prior to 11/09/2015</td>
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<td>05/24/2016 – Complete update of Dissemination Process section.</td>
<td>Per DEN Req #91, from Missy Runyon, dated 05/20/2016</td>
<td>Karen Nolon</td>
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<td>01/31/2017 – Added “Delta Dental”</td>
<td>Per DEN Req #350, from Li Yun Xu, dated 01/27/2017</td>
<td>Karen Nolon</td>
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