

{22 May 2003}

RE: Referral for Civilian Dental Care
{Pentagon Tri-Service Dental Clinic}
{5802 Army Pentagon}
{Washington, DC 20310-5802}
{(703) 692-8700}

INSTRUCTIONS FOR CIVILIAN DENTAL PROVIDERS

Dear Colleague:

From time to time it is necessary for the {Pentagon Tri-Service Dental Clinic} to refer active duty service members to our counterparts in the civilian community for dental care. Under these circumstances, the {Pentagon Tri-Service Dental Clinic} acts as the referring and approval authority for care. Funding for this care is provided by the Military Medical Support Office (MMSO) located at Great Lakes, Illinois. For this direct referral, MMSO will pay your full, customary fee for the specified treatment. With very few limitations, the service member is free to choose any civilian dental provider possessing a valid dental license and practicing in one of the fifty States and District of Columbia.

Please note: This is **not** an independent insurance program. This program is only for specific active duty service members that have been referred for dental care by our clinic. MMSO will **not** pay for dental care provided to family members, retirees, or service members that are not on active duty. The service member is referred for limited, specific care. MMSO will not pay for any procedures that are not specifically identified on the referral from our clinic. We understand that an initial, new patient examination (without prophylaxis) should be performed and is authorized.

The patient will come to you with the following:

- Standard Form 513 (or the referral form specifying the care we wish you to provide.)
- MMSO Dental Information Sheet (completed by the patient and/or our clinic personnel. This form must be included when submitting the claim for payment.)
- Dental Treatment Record (appropriate radiographs should be present in the record. You are authorized to take new radiographs of specific areas if needed.)

Treatment Plan:

Our intent is not to dictate specific tooth surfaces or materials to be used. Your clinical judgment is a valuable part of the process. Referrals for operative dentistry will be rather generic (e.g. please restore teeth #'s 3, 4, 8, 30). Referrals for crowns or prosthodontic treatment (e.g. cast crown #19; FPD #2-4) will allow the freedom for you to discuss treatment options with the patient (full gold vs. porcelain fused to metal, etc.). All things said, please be aware that the military places an emphasis on dental care for mission readiness with a focus on treating disease, replacing defective restorations, and prevention. Our patients may need to be deployed at any given time. The dentistry provided should be esthetic, but not at the expense of sound, predictable treatment. Posterior composites are acceptable when properly placed and occlusion is favorable (conservative class 1 and 2 lesions). In most cases, posterior composites should not replace or onlay cusps.

Treatment Plan Changes:

Treatment should not vary from the specific requests on the Standard Form 513. Again, treatment that has not been specifically identified and authorized by the {Pentagon Tri-Service Dental Clinic} will not be paid for by MMSO.

- Most simple changes can be accommodated by contacting the {Pentagon Tri-Service Dental Clinic} and discussing the proposed treatment plan. A new or amended Standard Form 513 will be faxed to you to authorize the change in treatment plan.
- Significant departures from the treatment plan may require an examination by the {Pentagon Tri-Service Dental Clinic} prior to new treatment authorization (e.g. a tooth referred for operative and you feel a crown is warranted; recommendations for replacing multiple restorations).
- If a tooth has a carious exposure during an operative procedure, start/complete endodontic therapy or refer the patient back to our clinic for follow-up care. Contact the {Pentagon Tri-Service Dental Clinic} so we can fax you a Standard Form 513 authorization for the endodontic treatment. The {Pentagon Tri-Service Dental Clinic} can also fax a Standard Form 513 authorization to a civilian endodontist (especially for same day or next day care).

Documentation of Treatment:

Legibly document treatment rendered on either the Standard Form 513 or on your usual office form. Fax or mail a copy of this information to the {Pentagon Tri-Service Dental Clinic}. The treatment entries will be reviewed and incorporated into the patient’s dental record when it is returned to the {Pentagon Tri-Service Dental Clinic}. Please include duplicates of any radiographs taken by your office. Documentation for each visit should include:

- Date of treatment
- Tooth number(s) and surfaces (when appropriate) treated
- Materials and local anesthetics (type & amount) used
- Expected next treatment (ie. Continue treatment at civ provider, all tx complete, or referred back to the military dental clinic)
- Dentist and assistant names
- Signature of dentist

Submission for Claims:

You are encouraged to submit claims directly to MMSO. This will reduce paperwork and any temporary out-of-pocket expense for the active duty service member. Claims should be submitted within 90 days of date of service. Follow the instructions on the reverse of the MMSO Dental Information Sheet to submit claims.

Upon receipt of a complete claim package (Itemized ADA Claim Form identifying, as appropriate: tooth number, ADA procedure code and description, and itemized cost for each procedure; MMSO Dental Information Sheet signed by the patient or military DTF representative, and a copy of the DTF referral form), the MMSO will process the claim. The claim will be paid by U.S. Treasury check, usually within 30 days. An Explanation of Benefits will be sent to both dental provider and service member to the addresses indicated on the dental claim form or MMSO Dental Information Sheet.

If a claim is denied because the MMSO does not yet have eligibility verification or other information required to process the claim, it does not mean these services will not be covered. However, until the required information is supplied, the MMSO will not be able to process the claim. To check on the status of a submitted claim or if assistance is required contact the MMSO at 1-888-647-6676.

Please contact the {Pentagon Tri-Service Dental Clinic} at:

DTF Commander

Date