

Policy and Procedure			
Policy Name:	Continuity & Coordination of Care	Policy ID:	QM.026.01
Approved By:	Dental Director (signature on file)	Effective Date:	1/1/2013
States:	All States	Revision Date:	N/A
Application:	Government Programs and Commercial DHMO		

This policy applies for operations under Premier Access Insurance Company and Access Dental Plan. For the purposes of this Policy, Premier Access Insurance Company and Access Dental Plan shall be collectively referred to as "Premier Access".

Purpose

To ensure appropriate and timely continuity and coordination of care for all **Premier Access** members.

Policy

A panel of primary care dentists (PCD) shall be available in each service area from which members may select a provider to coordinate all of their dental care. All care rendered to **Premier Access** members must be appropriately documented in the dental chart according to established documentation standards. Communication and feedback between the PCD and dental specialist shall occur when members are referred for specialty dental care.

Definitions

There are currently no applicable terms to be defined for this policy.

Procedure

1. An enrollment packet shall be given to all members upon enrollment.
2. A current list of PCDs shall be maintained on the **Premier Access** Web site at www.premierlife.com and shall also be available through the Customer Service Department upon request.
3. If a member has not established with their PCD within 90 days of enrollment or applicable program specific time period, a reminder postcard shall be sent encouraging the member to contact his/her PCD, in accordance with **Policy ED.002.01, Dental Health Education System**.
4. Members that do not choose a PCD shall be assigned one, based on the members' geographic location, in accordance with **Policy AA.008.01, Member Selection and Assignment to PCD**.
5. Dental chart documentation standards shall be included in the provider manual.
6. Compliance with dental chart documentation standards shall be assessed during dental chart audits, in accordance with **Policy QM.008.01, Facility and Chart Reviews**, and **Policy QM.042.01, Maintenance of Dental Charts**.
7. Standards for adequate and timely feedback and consultation between the referring and receiving providers when members are referred for specialty dental care shall be included in the provider manual.
8. During on-site audits, **Premier Access** shall monitor compliance with continuity and coordination of care standards.
9. When a referral to a specialty dentist is authorized, the PCD shall evaluate the need for follow-up care after the specialty services have been provided and schedule the member for any appropriate follow-up treatment.
10. When a referral to a specialist is denied, the PCD shall evaluate the need to perform the services directly, and schedule the member for appropriate treatment.
11. When a referral to a specialty dentist is authorized, the Referral/Case Management Coordinator shall send a reminder letter to the member within 45 days if a claim has not been received for the services authorized.

12. Results of site audits shall be reported to the QM committee or designated subcommittee, and corrective actions shall be implemented when deficiencies are identified.

References

This policy was previously tracked as Quality Management Program Policy and Procedure **QM-06 –Continuity & Coordination of Care.**

See also related policies:

Policy AA.001.01, Appointment Availability and Wait Time Standards
Policy AA.002.01, Provider Distribution Standards – Geographic Distribution and Dentist/Member Ratio
Policy AA.003.01, Access & Availability Monitoring
Policy AA.008.01, Member Selection and Assignment to PCD
Policy CL.003.01, Referrals for Specialist Dental Care – General
Policy CL.003.02, Referrals for Specialist Dental Care – California Medi-Cal Programs
Policy ED.002.01, Dental Health Education System
Policy QM.008.01, Facility and Chart Reviews
Policy QM.042.01 Maintenance of Dental Charts

Revision History

Date:	Description
01/01/2013	Conversion to new policy and procedure template and policy ID naming convention. Updates based on annual review.