

[Contractor Name]

Plan name: Louisiana Medicaid
Pre-Authorization#: 123456789123
Subscriber ID: 987654321987

Pre-authorization Partial Dental Notice

09-14-19

Sallie Mae
Student Loan Forgiveness Street
No Way, LA 71234

Dear Sallie Mae:

We are writing to tell you about your request for prior authorization of dental service(s) that was received on 09-13-19 is a partial denial.

Approved Services

MCNA will pay for the following care:

Tooth/Area/Surface	Procedure/Description:
19 O,B	Tooth colored filling – two surfaces, back tooth
3 O, L	Tooth colored filling – two surfaces, back tooth
J	Simple removal of tooth
A	Partial removal of the pulp – baby tooth

Denied Services

MCNA will not pay for the following care:

Tooth/Area/Surface	Procedure/Description:	Denial Code
	Treatment in the hospital	Medically Necessity

To find out why we won't pay, please keep reading. If you think we made a mistake, you may ask for an appeal.

If you have questions, call MCNA at **1-855-702-6262**. TTY users call **1-800-846-5277**. This call is **free**. Your dentist also got a copy of this letter, so you should also talk to your dentist.

Why won't MCNA pay for service?

Denial Code	Denial Reason
-------------	---------------

Medical Necessity	<p>MCNA reviewed the request and determined that your condition does not meet the criteria as stated in MCNA's Utilization Review and Criteria Guidelines. The information we received does not show that you met one or more of these criteria:</p> <ul style="list-style-type: none">✓ Your dentist has already tried to take care of your problem in the office.✓ You need more than one procedure.✓ You need equipment that is only at the hospital.✓ You have physical or mental special needs.✓ You have behavior that is out of control.✓ You have had problems with past surgery.✓ The procedure is individualized, specific, and consistent with symptoms or confirmed diagnosis of the illness or injury under treatment, and not in excess of member's needs. <p>MCNA determined that:</p> <ul style="list-style-type: none">✓ The information that your dentist submitted does not show that you meet any of the criteria above and therefore, does not require treatment in the hospital.✓ Notes from your dentist say you cried during the whole exam and x-rays. You kept kicking and screaming, that you are a candidate for hospital dentistry and that your dentist will be able to take x-rays once you are asleep at the hospital.✓ Based on the information submitted from your dentist, these behaviors can be controlled in an office setting. Please discuss options with your dentist, such as in-office pre-treatment conditioning or dental sedation, to help ease dental anxiety or fears. <p>Because of all these reasons stated, MCNA does not think the care is medically necessary.</p> <p>According to LAC 50:I.1101 (Louisiana Register, Volume 37, Number 1), for a service to be considered medically necessary, it must show that the services are: 1) Deemed reasonably necessary to diagnose, correct, cure, alleviate, or prevent the worsening of a condition or conditions that endanger life, causing suffering or pain or have resulted or will result in a handicap, physical deformity or malfunction; and 2) those for which no equally effective, and more conservative course of treatment is available or suitable for the member.</p>
-------------------	--

Your dentist can call MCNA to get a full copy of the MCNA Utilization Review guidelines for the requested services that were denied. You or your dentist can ask for a written copy of the criteria used to make this decision by calling **1-855-702-6262**.

Do you have questions?

Call us at **1-855-702-6262**. TTY users call **1-800-846-5277**. This call is free. Your dentist got a copy of this letter. You may also want to talk to your dentist.

Does your dentist want to talk to someone about this decision?

Your dentist can call MCNA's Utilization Management Department if he/she has questions at **1-855-702-6262**. Your dentist can speak with the Clinical Reviewer Monday – Friday, 7a.m. to 7p.m. to discuss the information used to make this decision.

What can you do if you think MCNA made a mistake?

If you think we made a mistake, you may ask for a reconsideration or an appeal. If you want to request an informal reconsideration or an appeal, you must do so within 60 calendar days from date of this notice.

How do you ask for an informal reconsideration?

You, your dentist, or someone you pick may ask for an informal reconsideration with MCNA if they have your permission in writing. We will send you a form that you can sign and return to us. You can also get this form from your dentist or from our website at www.mcnala.net. This form tells us that you give permission to the person you name to represent you during the informal reconsideration process. You can ask for an informal reconsideration by calling our Member Hotline toll-free at **1-855-702-6262**. You can also send a letter to:

**MCNA Dental
Attn: Grievances and Appeals Department
200 West Cypress Creek Road, Suite 500
Fort Lauderdale, Florida 3309**

We will take no more than 1 business day from the date we receive your request for an informal reconsideration to make a decision about it.

You will receive a written response with our informal reconsideration decision. If you disagree with our decision, you can also ask for an appeal. Your request for an informal reconsideration does not extend the time you have to ask for an appeal.

How do you ask for an appeal?

You, your dentist, or someone you pick may ask for an appeal. If you want someone to file an appeal for you, you must tell us in writing first. We must receive your written request for a representative before we can process the appeal. You can ask for an appeal by phone, in person, or send in writing by mail or fax to:

MCNA Dental Grievances and Appeals Department
200 West Cypress Creek Road, Suite 500
Fort Lauderdale, Florida 3309
Phone: 1-855-702-6262
Fax: 1-954-628-3330
TDD/TTY: 1-800-864-5277
Email: ga@mcna.net

You or your dentist can send us more information to show us why you do not agree with our decision. To learn more about your appeal rights, see your Member Handbook or call our Member Services Department.

If you are going to reduce, or stop a service we had approved you to receive in the past, you have the right to request to keep getting the service until MCNA makes our decision.

To keep getting the service, you must ask to continue the service on or before 10 calendar days from the date of this notice or the effective date of the action. Please call MCNA's Member Hotline toll-free at **1-855-702-6262** if you need to continue a service. If you appeal the action and keep getting the service, you may have to pay for the service if the appeal decision does not go your way.

What if you need a fast decision on the appeal?

If your condition is considered urgent, we may be able to make a decision about your appeal much sooner. You may need a fast decision if, by not getting the requested services, one of the following is likely to happen:

- ✓ You will be at risk of serious health problems, or you may die;
- ✓ You will have serious problems with your heart, lungs, or other body parts; or
- ✓ You will need to go into a hospital.
- ✓ Your dentist must agree that you have an urgent need.

If you ask for an expedited appeal, we will call you and your dentist with our decision within 72 hours from when we get your appeal. If MCNA determines that your request does not qualify for a fast decision, it will be resolved within 30 calendar days.

The appeal can be made either verbally or in writing. Please call MCNA's Member Hotline toll-free at **1-855-702-6262** and tell us that you want a fast decision on your appeal. A Member Advocate will help you file an appeal where you will get a fast answer.

How do you ask for a State Fair Hearing?

After you get our decision to your appeal and still don't agree, you have the right to ask for a state fair hearing. A state fair hearing is when you ask that our decision be looked at again by a

judge. Instructions on how to request a state fair hearing will be included in your appeal decision letter. Before you ask for a state fair hearing, you must complete MCNA's appeal process.

Do you need help with this letter?

Call MCNA at **1-855-702-6262**, 7 a.m. to 7 p.m., Monday – Friday.

If you need help in another language, call **1-855-702-6262** (toll-free).

Sincerely,

MCNA's Utilization Management Department

Cc: [Dentist]