Washington State Department of
Labor & Industries
Workers' Compensation Services

Payment Policies for Healthcare Services
Provided to Injured Workers and Crime Victims

Chapter 8: Dental Services

Effective July 1, 2016

Link: Look for possible **updates and corrections** to these payment policies at

www.lni.wa.gov/ClaimsIns/Providers/Billing/FeeSched/2016/

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Payment policy: All dental services

Note: This policy pertains to bills submitted for dental services.

Prior authorization

Contact the following for procedures requiring prior authorization:

- L&I claim manager for state workers‘ compensation claims and Crime Victims Compensation (CVC) claims, *or*
- Self-insured employer or their third party administrator.

Only claim managers can authorize dental services for State Fund workers‘ compensation claims and CVC claims.

For self-insured workers‘ compensation claims, contact the insurer directly for prior authorization procedure details.

Link: For a list of self-insured employers’ contact information, see www.lni.wa.gov/ClaimsIns/Insurance/SelfInsure/EmpList/.

Prior authorization review of treatment plan

Claim services requiring prior authorization require a treatment plan. Before authorization can be granted, the treatment plan and/or alternative treatment plan must be completed and submitted. If other providers are performing services, it will also be necessary for them to submit treatment plans. A 6-point per tooth periodontal chart and/or X-rays may be requested.

Note: See Treatment plan requirements later in this section.

The claim manager will review the treatment plan and the relation to the industrial injury and make a final determination for all services relating to:

- Restorative,
- Endodontic,

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- Prosthodontic,
- Prosthetic,
- Implant,
- Orthodontics,
- Surgery, *and*
- Anesthesia procedures.

In cases presenting complication, controversy or diagnostic/therapeutic problems, the claim manager may request consultation by another dentist to support authorization for procedures.

Who must perform these services to qualify for payment

Dental providers licensed in the state in which they practice may be paid for performing dental services, including:

- Dentists,
- Oral and Maxillofacial surgeons,
- Orthodontists,
- Denturists,
- Hospitals, *and*
- Dental clinics.

Dentists must be enrolled in the provider network in order to treat injured workers beyond the initial visit.

Note: Also see information about the Medical Provider Network in Chapter 2: Information for All Providers - Becoming a provider. Network requirements do not apply to Crime Victim services.

Links: You can find more information about dental services in WAC 296-20-110, WAC 296-23-160, and WAC 296-20-015, and about becoming an L&I provider at www.Lni.wa.gov/ClaimsIns/Providers/Becoming/.

For self-insured workers' compensation claims, contact the insurer directly for provider account number requirements.

Link: For a list of self-insured employers' contact information, see www.Lni.wa.gov/ClaimsIns/Insurance/SelfInsure/EmpList/ .

Services that aren't covered

Pre-existing conditions

Pre-existing conditions aren't payable unless medically justified as related to the injury. Preauthorization is required for treatment.

Underlying conditions

Any dental work needed due to underlying conditions unrelated to the industrial injury is the responsibility of the worker. It is the responsibility of the dentist to advise the worker accordingly. Please advise the worker if there are underlying conditions that won't be covered.

Periodontal disease

Periodontal disease is an underlying condition that isn't covered because it isn't related to industrial injuries.

Link: For more information, see WAC 296-20-110.

Requirements for billing

Bills must be submitted within one year from the date the service is rendered.

Link: For more information, see WAC 296-20-125.

To bill:

- All workers' compensation dental claims should be billed using the ADA American Dental Association Dental Claim form (© 2012 American Dental Association J430D), or L&I's **Statement for Miscellaneous Services** form (F245-072-000).
- For Crime Victims Compensation (CVC) claims, dentists should use the ADA American Dental Association Dental Claim form (© 2012 American Dental

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Association J430D), or CVC's **Statement for Crime Victims Miscellaneous Services** form (F800-076-000).

Note: Failure to use the most recent billing form may delay payment.

Complete the billing form itemizing the service rendered, including the:

- Full billing code,
- Materials used, *and*
- Injured tooth number(s).

Note: When using Current Dental Terminology (CDT®) codes, please include the **D** in front of the code billed to avoid delays in claim/bill processing.

Link: The HCPCS fee schedule, which includes the dental billing codes, is available at http://feeschedules.Lni.wa.gov.

Treatment plan requirements

Before authorization can be granted, the treatment plan and/or alternative treatment plan must be completed and submitted. If other providers are performing services, it will also be necessary for them to submit treatment plans. A 6-point per tooth periodontal chart and/or X-rays may be requested.

The dentist should outline the extent of the dental injury and the treatment plan. To **obtain authorization** for a treatment plan, all of the following are **required**:

- Causal relationship of injury to condition of the mouth and teeth,
- Extent of injury,
- Alternate treatment plan,
- Time frame for completion, *and*
- Medical history and risk level for success.

Please include:

- Procedure code,
- Tooth number,
- Tooth surface, *and*
- Charge amount.

Notes: To avoid delays in treatment, please exclude information regarding treatment that isn't directly related to the injury. The ADA American Dental Association Dental Claim form (© 2012 American Dental Association J430D) may be attached to treatment plan. Select Request for Predetermination/Preauthorization in section 1 of the ADA form.

In addition, to **avoid delays in authorization** of treatment, include the following in your plan:

- Worker's full name,
- Claim number,
- Provider name, address and telephone number, *and*
- State the condition of the mouth and involved teeth including:
  - Missing teeth, existing caries and restorations, *and*
  - Condition of involved teeth prior to the injury (caries, periodontal status).

Link: For more information, see WAC 296-20-110.

Where to submit a treatment plan

State Fund treatment plans (not billing info) may be sent to:

- Faxed to: **360-902-4567,** *or*
- Mail **State Fund** treatment plans to:

  Department of Labor & Industries
  PO Box 44291
  Olympia, Washington 98504-4291

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Crime Victims Compensation (CVC) treatment plans (not billing info) may be sent to:

- Faxed to: **360-902-5333**, *or*
- Mail **CVC** claim treatment plans to:

  Department of Labor & Industries
  Crime Victims Compensation Program
  PO Box 44520
  Olympia, Washington 98504-4520

Mail **self-insured** treatment plans to the Self-insured employer (SIE) or third party administrator (TPA).

Link: For a list of self-insured employers' contact information, see www.Lni.wa.gov/ClaimsIns/Insurance/SelfInsure/EmpList/ .

Documentation and recordkeeping requirements

Acceptance of a claim

If you diagnose a worker for an occupational injury or disease associated with a dental condition, you are responsible for reporting this to the insurer. To initiate the State Fund claim or CVC claim for your patient, send L&I a **Report of Industrial Injury or Occupational Disease** form (F242-130-000) (also known as Accident Report or Report Of Accident (ROA) Workplace Injury, Or Occupational Disease).

Links: You can order copies of the **Report Of Accident (ROA) Workplace Injury, Accident or Occupational Disease**(F242-130-000) at www.Lni.wa.gov/FormPub/Detail.asp?DocID=1599 or by calling **1-800-LISTENS** or **1-360-902-4300**.

To request a supply of the **Provider's Initial Report** (**PIR**) form used for workers of self-insured employers (F207-028-000), go to www.Lni.wa.gov/FormPub/Detail.asp?DocID=2467, or call **1-360-902-6898**.

Chart notes

You must submit legible chart notes and reports for all of your services. This documentation must verify the level, type and extent of service. Legible copies of office notes are required for all initial and follow up visits.

Links: For more information, see WAC 296-20-010 and WAC 296-20-06101.

Attending provider

If dental treatment is the only treatment the injured worker requires and you are directing the care, you will be the attending provider (AP).

Your responsibility as the AP includes documenting employment issues in the injured worker‘s chart notes, including:

- A record of the worker‘s physical and medical ability to work,
- Information regarding any rehabilitation that the worker may need to undergo,
- Restrictions to recovery,
- Any temporary or permanent physical limitations, *and*
- Any unrelated condition(s) that may delay recovery must also be documented.

For ongoing treatment, use the **SOAP-ER** (Subjective, Objective, Assessment, Plan and progress, Employment issues, Restrictions to recovery) format.

Link: Information on the Charting format can be found in Chapter 2: Information for All Providers.

Additional information: L&I’s periodic review of dental services

L&I or its designee may perform periodic independent evaluations of dental services provided to workers. Evaluations may include, but aren‘t limited to, review of the injured worker‘s dental records.

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Links: Related topics

If you're looking for more information about…	Then go here:
Administrative rules Medical Aid	Washington Administrative Code (WAC) 296-20-110: http://apps.leg.wa.gov/WAC/default.aspx?cite=296-20-110 WAC 296-20-015: http://apps.leg.wa.gov/wac/default.aspx?cite=296-20-015 WAC 296-20-125: http://apps.leg.wa.gov/WAC/default.aspx?cite=296-20-125 WAC 296-20-06101: http://apps.leg.wa.gov/WAC/default.aspx?cite=296-20-06101
Administrative rules dental services, general information and instructions	WAC 296-23-160: http://apps.leg.wa.gov/WAC/default.aspx?cite=296-23-160
Attending Doctor's Handbook	www.Lni.wa.gov/FormPub/Detail.asp?DocID=1669
Becoming an L&I provider	L&I's website: www.Lni.wa.gov/ClaimsIns/Providers/Becoming/
Billing instructions and forms	Chapter 2: Information for All Providers
Charting format (SOAP-ER) instructions	Chapter 2: Information for All Providers
Fee schedules for all healthcare professional services (including dental)	L&I's website: http://feeschedules.Lni.wa.gov
Payment policies for **diagnostic X-ray services**	Chapter 26: Radiology Services
Provider's Initial Report (PIR) form for all State Fund and crime victims claims	L&I's website: www.Lni.wa.gov/FormPub/Detail.asp?DocID=2467

If you're looking for more information about…	Then go here:
Report Of Accident (ROA) Workplace Injury, Accident or Occupational Disease form for all State Fund and crime victims claims	L&I's website: www.Lni.wa.gov/FormPub/Detail.asp?DocID=1599
Statement for Crime Victims Miscellaneous Services form for all crime victims claims	L&I's website: www.Lni.wa.gov/FormPub/Detail.asp?DocID=1976
Statement for Miscellaneous Services form for all worker's compensation claims	L&I's website: www.Lni.wa.gov/FormPub/Detail.asp?DocID=1627

- **Need more help?** Call L&I's Provider Hotline at **1-800-848-0811**

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