

Procedure #: 202-16	Title: Transition of Care (TOC) Policy		
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Reminder: When accessing PHI or other sensitive information, employees must at all times abide by the Company's Minimum Necessary Privacy Policy			

1. PURPOSE & APPLICATION

To ensure ongoing dental services when a patient changes dental plans or providers.

2. SCOPE

Continued dental care is important to patient health. Delta Dental will help a patient transition between plans and dentists to prevent serious health issues.

3. PROCEDURE

Delta Dental’s process prevents harm to patients during Transition of Care (TOC) that may be caused by a termination of or gap in dental care. Delta Dental will:

- Talk with involved parties
- Tell patients they must contact Delta Dental customer service by phone or letter if they think a break in care may result in harm. Patient requests should include:
 - Patient name and address
 - Parent or guardian contact information
 - Current dentist
 - Previous dental services with dates
 - Planned dental services
 - Health problems and/or special needs
 - Any barriers to care
 (All information is securely stored)
- Communicate TOC duties to dentists through the HKD Provider Manual

Where is TOC policy information?

- In the HKD Member Handbook and Certificate of Coverage
- Online at www.deltadentalmi.com/Healthy-Kids-Dental
- Distributed twice a year through the Delta Dental HKD newsletter

Eligibility

TOC cases are reviewed by Delta Dental dentists and care coordinators, and supervised by dental and quality directors. The team reviews the following patient information:

- Current dental condition

- Dentist and treatment history
- Living conditions
- Acute and/or chronic medical conditions and treatment
- Special needs
- Current dental treatment

If a break in services may harm the patient's dental health, Delta Dental may allow patients to:

- Stay with their current dentist (if not in Delta Dental's network) for 90 days starting on the date they enroll with Delta Dental
- Honor prior authorizations for at least 90 days for patients who meet Delta Dental's TOC criteria for medical necessity

What is the TOC process?

For patients moving to Delta Dental

A patient must contact Delta Dental if they think changing plans or dentists may hurt them. Delta Dental will use the following to make a decision:

- Delta Dental claims and dentist information
- Previous dentist information (if not a Delta Dental network dentist)
 - The patient must have seen the dentist in the last six months for a nonemergency visit
 - If Delta Dental cannot confirm a previous dentist or service, the patient must provide:
 - Dates and types of prior treatment supported by copies of patient treatment records (must include medical history)

If Delta Dental network dentists are not available, or if stopping current care may hurt the patient, a patient's current dentist may be paid for services only if Delta Dental receives the following for review:

- Previous dentist information (including dates of visits)
- Patient's current and past dental history (past 6 months before plan switch)
- Patient medical history
- The possible harm if services are interrupted

For patients moving from Delta Dental:

Delta Dental has a team of TOC specialists who study and evaluate requests for assistance. For enrollees moving to another plan, Delta Dental will assist them as far as possible.

Patients must request assistance through Delta Dental customer service. That team may work with care coordinators and other Delta Dental staff and/or previous dental offices to:

- Provide information related to previous treatments
- Identify previous dentists
- Coordinate the transfer of patient treatment records from Delta Dental providers to the extent allowed by law