

CARE MANAGEMENT

Utilization Management Procedures

Regence will apply appropriate utilization management procedures to assure that:

- Treatment provided is the appropriate type, level, amount, and frequency of care necessary to treat a dental condition or injury that is harmful to the health of a member;
- Treatment provided is the least costly appropriate treatment and location that can be used safely to treat the member's condition;
- Treatment is consistent with widely accepted standards of practice;
- Treatment could not have been omitted without adversely affecting the member's condition or quality of care; and
- Treatment is not primarily for the convenience of the member, the participating dental provider, or any other person.

Retrospective Review

Regence may conduct retrospective data review to identify under-utilization and over-utilization. It is important to submit a claim form when treatment has been completed.

Patient Satisfaction Surveys

Regence may utilize patient surveys to assess availability of care, timely scheduling, access to care, and overall level of satisfaction.