

## Handicapping Malocclusion FAQ Answer Sheet

- As of January 1<sup>st</sup>, 2023, there is a new orthodontic benefit that may be covered for members up to 21 years of age based on handicapping malocclusions (HCM).
  - Handicapping Malocclusions: *imperfect positioning of the teeth that result in difficulty with chewing, speech, or other oral function (functions of the mouth)*
- Orthodontic coverage was previously only covered for members that experienced a cleft lip or a cleft pallet.
- PCDs must use a scoresheet to determine if a patient meets the criteria for HCM coverage. This scoresheet was developed by the Oregon Health Authority. A copy of this scoresheet is available on the Provider Portal under Documents/Forms:

The screenshot shows the Advantage Dental Provider Portal interface. At the top, there is a navigation bar with the Advantage Dental logo and the text 'From DentaQuest'. To the right of the logo are several menu items: 'Reports', 'Patients', 'Claims', and 'Documents', each with a dropdown arrow. Further right is a 'Logout' button and a search box labeled 'Patient quick search' with a search icon. Below the navigation bar is an 'Edit' button. The main content area is divided into two sections: 'OHP Provider Forms' and 'Preauthorizations and Referrals'. Under 'Preauthorizations and Referrals', there is a list of links: 'Preauth & Referral Training Manual for Providers', 'Hospital Referral Form', 'Agreement to Pay Form- English', 'Agreement to Pay Form- Spanish', 'HCM Guidance for PCDs', and 'Handicapping Malocclusion Scoresheet'.

- A PCD may also refer a patient to an in-network orthodontist directly to complete the score sheet if they are not comfortable or are unsure of how to complete the screening. To find an in-network orthodontist use the “Find a Dentist” option on the Provider Portal and input your zip code and narrow the specialty down to orthodontists. \*Please note: There are currently a low number of contracted orthodontists. PCDs will need to select the closest option available. This may require that you expand the distance in your search. Provider Relations will send updates to local PCDs when new orthodontist in the region join the network.\*
- There is a training video available on the Provider Portal to educate PCDs on how to complete the scoresheet. This video can be found on the portal’s home page.

- A score of 26 or more is required in determination for coverage on the orthodontic benefit. PCD's will score patients and submit a referral for review.
- Patients will receive standard appeal rights if the prior authorization is denied.
- An important requirement before referral for orthodontic treatment can be done is the PCD MUST CERTIFY THE MEMBER IS FREE AND CLEAR OF DENTAL DECAY AND PERIODONTAL DISEASE VERIFIED BY A DENTAL EXAM IN THE LAST 6 MONTHS. This is an Oregon Health Authority requirement, not Advantage Dental.
- The provider directory can be utilized to find orthodontic options nearest to the patient.
- If a patient already started orthodontic treatment, they still need to be referred to their PCD for completion of the scoresheet to see if they meet the criteria for HCM to qualify.
- If providers or staff have questions on the HCM benefit, they should reach out to Provider Relations for assistance. [providerrelations@advantagedental.com](mailto:providerrelations@advantagedental.com).
- If you have questions regarding Open Card members, please contact the OHP Client Services Unit: 1-800-273-0557.