

United Concordia Dental - Scaling and Root Planing Claims Getting it Right

United Concordia Dental is committed to the smoothest possible customer experience and we believe a clear simple claim submission process can make your job easier.

Understanding what information needs to be presented for scaling and root planing treatment can help avoid adverse outcomes for your office and your United Concordia covered patients, so let's take the mystery out of the claim submission process for scaling and root planing.

What does United Concordia require and why?

The key is bone loss.

By definition, scaling and root planing is only beneficial for patients exhibiting periodontitis.

Providing two crucial pieces of information that demonstrate your patients bone loss enables us to quickly and efficiently process your claim.

As the point person for your general dentist, we rely on you to provide clear X-rays and full patient charting.

Let's take a closer look.

When it comes to X-rays, be sure to provide a full mouth series.

Remember, not all X-rays are created equal and unfortunately delays and denials occur when we receive X-rays that are either incomplete, too low resolution to evaluate, or lacking sufficient contrast to read clearly.

This X-rays qualities make it a gold standard for diagnostic use. Notice how clearly the bone loss can be identified.

Making sure the X-ray will be useful is as easy as 1- Full Mouth + 2 - High Resolution + 3 - High Contrast = Useful Diagnostic X-Ray

An X-ray alone is not enough.

Complete charting is also needed to support the evidence of bone loss.

There are many charting formats, but whichever style is in use in your office, you need to be sure it is complete and legible.

Please keep in mind that full diagnostic charting shows the pocket depth at six key points around each tooth.

When submitting for a limited side scaling and root planing, procedure code D4342, identifying one to three teeth per quadrant, United Concordia requires individual tooth numbers, not merely the quadrants.

Providing individual tooth numbers when billing for limited sight scaling and root planing will help expedite processing and prevent delays for electronically submitting claims as well as paper claims mailed to United Concordia.

Understanding the best quality information will go a long way.

With the right information in hand, the United Concordia team can process your scaling and root planing claims without delay, creating happier patients and dentists.

One more thing, United Concordia believes that dentists know what's best for their patients.

Remember: Clear X-Rays and Full Charting That's the secret to Fast Claims Processing.

We also know that individual patient policies and benefits are varied.

When in doubt about coverage or treatment, United Concordia encourages sending in a pretreatment estimate. (AKA Pre Determination)

We're happy to review the information and provide you and your patient a clear decision about what their policy will cover, so we're all on the same page.

Thank you for your time. Working together, we can make a difference.