

Updated Dental Adjudication rules effective November 1, 2013

Manulife is committed to providing plan members with timely, accurate and appropriate claims adjudication. Our team of highly trained experts perform continuous analysis of billing patterns and trends to deliver effective dental claims management.

As part of our ongoing focus on claims management, we'll be incorporating the following dental administrative practices into our automated claims system on **November 1, 2013**.

- **Desensitization will no longer be eligible for benefit coverage when performed at a hygiene appointment.** Desensitization is a dental service that involves applying a medicinal coating onto the exposed root surface(s) of a tooth to help reduce sensitivity to things like cold air, cold food or tooth brushing. As desensitizing ingredients are often included in toothpastes, and in products used for polishing, fluoride and mouth rinses, we will no longer routinely pay this service with regular hygiene visits.
- **Charges for haemorrhage control will not be considered covered expenses when oral surgery, periodontal surgery, basic restorative services or endodontic services (root canal) are billed on the same date.** (This is applicable in all provinces and territories except Quebec because the Quebec fee guide definitions already provide clear instructions on the use of these codes.)

Haemorrhaging (bleeding) can occur with a number of dental services. Any bleeding should be controlled before a patient is dismissed from care as the treatment includes the management of normal bleeding. Unless there are exceptional circumstances such as excessive and/or reoccurring bleeding that require an additional visit and treatment beyond normal protocol, there should be no fee for haemorrhage control.

- **Only one periodontal appliance (upper or lower) will be eligible when both are submitted within 60 days of one another. In addition, we will not approve periodontal appliances for children aged 16 and under.**

Periodontal appliances are used to treat bruxism (grinding habit). Where a patient exhibits evidence of wear on permanent teeth, a periodontal appliance is recommended to prevent further wear from bruxism.

Two appliances are seldom needed for the treatment of bruxism. When a patient requires an upper and lower appliance to be worn at the same time, the condition being treated is usually something other than bruxism (e.g., facial and joint pain) and therefore the claim should be submitted as such.

Bruxism in children is usually not treated because children's mouths are still constantly growing and changing.

We recognize that on occasion, there will be exceptions. Appeals will be considered when a comprehensive explanation and supporting information are provided. Additional supporting information may include pre-treatment x-rays and clinical notes.

We are communicating to dental providers with any history of billing for these services to let them know about the new administrative practices and to inform them of the requirement to provide more detailed information in exception situations.

Going forward, we will continue to take a comprehensive approach to claims adjudication and look for ways our claims management services can help maintain the integrity of your plan.