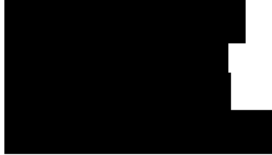


Office of Medicaid BOARD OF HEARINGS

Appellant Name and Address:



Appeal Decision:	Dismissed	Appeal Number:	2179497
Decision Date:	02/08/2022	Hearing Date:	01/19/2022
Hearing Officer:	Alexandra Shube		

Appearance for Appellant:



Appearance for MassHealth:

Dr. Carl Perlmutter



*The Commonwealth of Massachusetts
Executive Office of Health and Human Services
Office of Medicaid
Board of Hearings
100 Hancock Street, Quincy, Massachusetts 02171*

APPEAL DECISION

Appeal Decision:	Dismissed	Issue:	Prior Authorization – Orthodontics
Decision Date:	02/08/2022	Hearing Date:	01/19/2022
MassHealth's Rep.:	Dr. Carl Perlmutter	Appellant's Rep.:	██████
Hearing Location:	Quincy Harbor South	Aid Pending:	No

This hearing was conducted pursuant to Massachusetts General Laws Chapter 118E, Chapter 30A, and the rules and regulations promulgated thereunder. The issue on appeal involved the prior authorization of comprehensive orthodontic treatment. MassHealth initially denied the appellant's request because it found an HLD score under the required 22. At hearing, the MassHealth orthodontic consultant also determined that the appellant had an HLD score under 22. The appellant's mother, however, testified that her son had been approved for comprehensive orthodontic treatment in October 2021 at a different provider. She then switched providers and she did not know why her son was now denied. The MassHealth representative stated that he could not overturn MassHealth's decision based on the documentation he had and he had no record of any other approval.

Upon the close of the hearing, this hearing officer emailed Giovanni Romero, the member intervention specialist at DentaQuest, MassHealth's orthodontic contractor, to find out about the status of the previous approval about which the appellant's mother testified. (Exhibit 6 at 1). On January 19, 2022, he confirmed via email that the appellant had been approved for orthodontic treatment, but the provider inactivated the prior authorization in November 2021. (Exhibit 6 at 1). He stated he would look into the issue. (Exhibit 6 at 1). On January 26, 2022, Mr. Romero stated that he was working with the appellant's mother and provider on the issue. (Exhibit 6 at 7). On January 27, 2022, Mr. Romero stated that the issue was all set. (Exhibit 6 at 9). DentaQuest will be transferring the approval to the appellant's original provider, which was the mother's decision. (Exhibit 6 at 9).

As the appellant is now approved for comprehensive orthodontic treatment, the issue in dispute has been resolved and this appeal is dismissed.

Notification of Your Right to Appeal to Court

If you disagree with this decision, you have the right to appeal to Court in accordance with Chapter 30A of the Massachusetts General Laws. To appeal, you must file a complaint with the Superior Court for the county where you reside, or Suffolk County Superior Court, within 30 days of your receipt of this decision.

Alexandra Shube
Hearing Officer
Board of Hearings

cc:

MassHealth Representative: DentaQuest 2, MA