

Office of Medicaid BOARD OF HEARINGS

Appellant Name and Address:



| | | | |
|------------------|--------------|-----------------|------------|
| Appeal Decision: | Dismissed | Appeal Number: | 2302766 |
| Decision Date: | 07/31/2023 | Hearing Date: | 06/08/2023 |
| Hearing Officer: | David Jacobs | Record Open to: | 06/29/2023 |

Appearance for Appellant:
[Redacted] appellant
[Redacted] representative

Appearance for United Healthcare:
Cassandra Horne, Appeals Manager
Dr. Finkelstein, Consulting Physician



*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- Dental Implants |
| Decision Date: | 07/31/2023 | Hearing Date: | 06/08/2023 |
| Commonwealth Care Alliance's Rep.: | Cassandra Horne, Dr. Finkelstein | Appellant's Rep.: | [REDACTED] |
| Hearing Location: | Remote | Aid Pending: | |

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 a denial of the appellant's prior authorization for tooth implants, a pontic for tooth #10 and a retainer crown for teeth #9 and #11. Commonwealth Care Alliance (CCA) is the managed care organization, represented by Cassandra Horne and Dr. Finkelstein at the hearing virtually. The appellant appeared virtually along with her representative, [REDACTED]

The subject of the appeal was denial of the appellant's request for a tooth implants, a pontic on tooth #10 and a retain crown on teeth #9 and #11 (Exhibit 1). During the hearing, the appellant testified that due to a history of bulimia she had damaged her teeth and required the requested implants to repair them. CCA's Dr. Finkelstein responded that the requested tooth implants were denied because, by themselves, they did not account for all the care the appellant required for her teeth. He offered that if the appellant was willing to work with CCA and her dentist to create a care plan that would give her complete care for her teeth, then CCA would be willing to provide the requested services. The appellant agreed and the record was held open until June 22, 2023 for the appellant to work with her dentist to create the care plan, and until June 29, 2023 for CCA to review the submitted plan (Exhibit 10).

On June 16, 2023, the appellant's representative sent an email stating that the appellant's dentist had started working with CCA on the requested care plan (Exhibit 11). On June 23, 2023, the requested care plan was completed and submitted to CCA (Exhibit 12). On July 19, 2023, CCA approved the pontic for tooth #10 and the retainer crowns for teeth #9 and #11 based on the submitted care plan (Exhibit 13).

As the denied services have now been approved by CCA, this appeal is dismissed as moot.

David Jacobs
Hearing Officer
Board of Hearings

cc:
Commonwealth Care Alliance

