

# Office of Medicaid BOARD OF HEARINGS

**Appellant Name and Address:**



<b>Appeal Decision:</b>	Dismissed	<b>Appeal Number:</b>	2305824
<b>Decision Date:</b>	10/10/2023	<b>Hearing Date:</b>	09/07/2023
<b>Hearing Officer:</b>	Kimberly Scanlon		

**Appearance for Appellant:**

*Via telephone*

*Pro se;*



**Appearance for MassHealth:**

*Via telephone*

Denise M. Clemente, Director, United Healthcare;

Jennifer L. Castonguay, Senior Manager, United Healthcare;

Natalia I. Recovets, Advocacy Compliance and Operations Consultant, United Healthcare;

Trevor Smith, D.M.D., Associate Director, United Healthcare



*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

<b>Appeal Decision:</b>	Dismissed	<b>Issue:</b>	Prior Authorization - Dental
<b>Decision Date:</b>	10/10/2023	<b>Hearing Date:</b>	09/07/2023
<b>MassHealth's Rep.:</b>	Denise M. Clemente; Jennifer L. Castonguay; Natalia I. Recovets; Dr. Trevor Smith	<b>Appellant's Rep.:</b>	
<b>Hearing Location:</b>	Quincy Harbor South 3 (Remote)	<b>Aid Pending:</b>	No

### Procedural Background & Outcome

This hearing was conducted pursuant to Massachusetts General Laws Chapter 118E, Chapter 30A, and the rules and regulations promulgated thereunder. The issue on appeal was United Healthcare's June 15, 2023 denial of the Appellant's prior authorization request for maxillary and mandibular partial dentures. (Exhibit 1; Exhibit 6, pp. 273-275). The Appellant timely appealed on June 30, 2023. (130 CMR 610.015(B); Exhibit 2).

At the hearing, the United Healthcare representatives explained that the requested procedure codes (D5213 and D5214 – partial dentures) submitted by the Appellant's dental provider indicated that the partial dentures would be placed upon implants. However, codes pertaining to partial dentures to be used with implants have their own codes and therefore the denial is due to incorrect coding that was submitted. (Testimony). The United Healthcare representatives testified that the Appellant's dental provider was contacted and understood the reasoning for denial. The Appellant's dental provider subsequently submitted the correct coding which United Healthcare representatives approved. An approval notice was sent to the Appellant and to her dental provider.

As United Healthcare and the Appellant have resolved all issues on appeal, this matter is DISMISSED, pursuant to 130 CMR 610.051(B). <sup>1</sup>

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<sup>1</sup> The Appellant is encouraged to contact her dental provider with respect to questions pertaining to her current

If this action is not implemented within 30 days after the date of this decision, you should contact United Healthcare. If you experience problems with the implementation of this decision, you should report this in writing to the Director of the Board of Hearings, at the address on the first page of this decision.

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Kimberly Scanlon  
Hearing Officer  
Board of Hearings

cc:

MassHealth Representative: United Healthcare SCO, Attn: Susan Coutinho McAllister, MD, LTC  
Medical Director, 950 Winter St., Ste. 3800, Waltham, MA 02451, 856-287-2743

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treatment plan, as discussed at the hearing.