

**Analysis of Delta Dental Consultant Professional Adjudication
Laboratory Processed Crown Treatment Authorization Requests (TARs)
August 2007**

Background: One hundred and eleven (111) laboratory processed crown TAR documents were pulled by Delta Dental's QM Department during the month of August 2007 and were submitted to Dr. [REDACTED] for the initial screening of the appropriateness of professional adjudication. Twelve Delta consultants were identified as having processed these TARs (identified by Delta QM Department by a "P" number). Dr. [REDACTED], after the initial screening, met with Drs. [REDACTED] and [REDACTED] on August 23rd to go over the findings. This report is based on the agreement by all these MDSB consultants as to the ultimate findings.

Problems: Four areas of problems in Delta's professional adjudication were identified. They are listed below in the order of severity, most instances to least:

- Crowns that should have been allowed authorization.
- Improper use of adjudication reason codes leading to provider confusion and frustration as to the true reason for the denial.
- Inconsistent adjudication leading to provider confusion and frustration.
- Crowns that should have been denied authorization.

Breakdown of individual consultant adjudication with a high error rate (25% or above) or 6 out of 12 total consultants:

- P336 had problems with 5 TARs out of a total of 10 processed for a 50% error rate.
- P261 had problems with 5 TARs out of a total of 11 processed for a 45% error rate.
- P335 had problems with 5 TARs out of a total of 12 processed for a 42% error rate.
- P318 had problems with 3 TARs out of a total of 10 processed for a 30% error rate.
- P302 had problems with 4 TARs out of a total of 14 processed for a 29% error rate.
- P257 had problems with 2 TARs out of a total of 8 processed for a 25% error rate.

Total error rate: 29 TARs out of a total of 111 processed had problems for an overall 26% error rate or approximately 1 out of 4 TARs adjudicated incorrectly.

Note: A similar study of crowns was undertaken on January 4, 2002 where it was found that out of 603 individual crowns examined 191 were found to be

incorrectly adjudicated for a 31.7% error rate. The adjudication problems discovered then were much the same as discovered in this 2007 study.