

DENTAL SERVICES

June 3, 2010

Dear Phoenix Health Plan (PHP) Dental Provider:

As previously communicated, dental services requiring Prior Authorization are now processed as a pre-treatment estimate (pre-determination or pre-d). Pre-determinations are posted within 3 days and available for tracking via PHP's secured web portal. The approved/denied status of a pre-d is found under the claims inquiry section of our web portal. Authorizations for general anesthesia and outpatient surgical facilities are still found under the prior authorization inquiry section of our web portal. All approved or denied pre-determinations will be communicated back to the submitting provider via fax.

As a reminder, please mail **all** pre-determinations with x-rays and all claims, with x-rays when applicable, to:

**Phoenix Health Plan Claims
P.O. Box 81000
Phoenix Arizona, 85069**

PHP now scans all dental x-rays and therefore requires the following:

- Dental (ADA) claim forms and x-rays should be clear and legible to ensure accurate scanning of all pertinent information.
- X-rays should contain the member's AHCCCS identification number and date of service printed on the top of the film.
- X-rays should be mounted and not encased in plastic.

For payment of completed services which required a pre-determination, attach a copy of the pre-treatment authorization fax to the claim and submit to the above P.O. Box.

Should you have further questions regarding our dental processing, please contact Claims Customer Service at 602-824-3743 / 1-800-747-7997 or your Provider Relations Representative.