



# DentaQuest®

## TEXAS ROUNDUP

PROGRAM UPDATES FOR OUR TEXAS DENTISTS  
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In this edition of the Texas RoundUp:

- What Makes a Good Narrative?
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### “What Makes a Good Narrative?”

Many of you have asked this question. As you know, narratives are often required for services that are subject to review. They're important because they help our dental directors understand the scope of your request. Each patient is different, and without a detailed description of the member's unique situation, they may determine the service isn't medically necessary. To avoid delayed treatment and unnecessary administrative work, here are some tips on writing a complete narrative.

Information you should include:

- Tooth number or letter and surface
- The member's symptoms
- If the member is or has been on antibiotics
- If the member is or has been on painkillers for an extended period of time
- If the member's age or underlying could be a determining factor in the decision
- If there is a symptom that can't be identified on the X-ray. An example of this would be inflammation or pain beyond normal eruption.

Avoid making these mistakes:

- A narrative that does not describe a condition that meets clinical criteria for approval. For example, the following does not provide enough information to deem the teeth symptomatic: *“Impacted 1,16,17,32. Request removal due to pain.”*
- Using a template or general statement for every member receiving the same services
- Recommending extractions solely for preventive reasons

The narrative can be concise, while still providing the right information. It should be noted in Box 35 of the ADA claim form, the “Optional Comments” box on the portal, is attached as a separate document. When submitting on paper, please make sure that the narrative is easy to identify.



## Training Update

We're conducting training webinars over the next several months including sessions on the Superior Health Plan program and Texas HealthSteps. We recently added a best practice session to our curriculum. This training will focus on:

- Understanding the Office Reference Manual
- Most common denial reasons
- Medical necessity
- Clinical criteria
- Narratives
- X-rays/photos
- Appeals process

The schedule is on our website, [www.dentaquesttexas.com](http://www.dentaquesttexas.com) under the **Provider Information** tab.

*Thanks for stopping by our booth at the Star of the South Dental Convention this past weekend!*



Dental Director Dr. Moe Anderson and Provider Relations Representative Diane Johnston at the DentaQuest booth.

