



## Arkansas Statistics for DBP Commercial Plans

### Pre-Service Case Review

The following information is provided to comply with a regulatory requirement for the state of Arkansas to disclose information for services that require pre-service review. The following chart includes the number of services that have received approvals, denials and partial approvals for Q1 of 2023.

|                    |       |
|--------------------|-------|
| REVIEW TYPE        | (All) |
| DECISION REASON    | (All) |
| PROVIDER SPECIALTY | (All) |
| PROCEDURE CODE     | (All) |

| SERVICE CATEGORY            |     |
|-----------------------------|-----|
| Adjunctive General Services | 81  |
| Diagnostic                  | 16  |
| Endodontics                 | 6   |
| Implant Services            | 46  |
| Oral Surgery                | 177 |
| Orthodontics                | 7   |
| Periodontics                | 52  |
| Preventive                  | 26  |
| Prosthodontics, Fixed       | 31  |
| Prosthodontics, Removable   | 23  |
| Restorative                 | 261 |
|                             | 726 |

**DBP - Arkansas Regulatory Report**

Population: Employer & Individual (En)  
 Data Source: SB ODS  
 Prepared by: SB Information Management

| SERVICE CATEGORY            | REVIEW OUTCOME | DECISION REASON  | REVIEW TYPE    | PROVIDER SPECIALTY             | PROCEDURE CODE |
|-----------------------------|----------------|--|----------------|--------------------------------|----------------|
| Implant Services            | Denial         | Exceeds the Scheduled Rate   | Administrative | Oral and Maxillofacial Surgeon | D6010          |
| Restorative                 | Denial         | Crown or onlay request is alternately approved to a filling. Records do not show 50% loss of tooth or  | Clinical       | General Dentistry              | D2740          |
| Oral Surgerv                | Denial         | Extraction request is alternately approved to different code. X-rays do not support the code requested | Clinical       | Oral and Maxillofacial Surgeon | D7240          |
| Oral Surgerv                | Denial         | Not Assigned   | Administrative | General Dentistry              | D7210          |
| Preventive                  | Denial         | Not Assigned   | Administrative | General Dentistry              | D1110          |
| Adiunctive General Services | Denial         | Nitrous oxide request is denied. Records do not meet at least one condition for medical necessiv.      | Clinical       | Pediatric Dentistr             | D9230          |
| Preventive                  | Denial         | Exceeds the allowable amount (R&C Rate)  | Administrative | General Dentistr               | D1351          |
| Restorative                 | Denial         | Exceeds the allowable amount (R&C Rate)  | Administrative | General Dentistr               | D2391          |
| Oral Surgerv                | Denial         | Exceeds the Scheduled Rate   | Administrative | Oral and Maxillofacial Surgeon | D7111          |
| Restorative                 | Approval       | Based on submitted documentation, benefits are recommended for the requested procedure.?               | Clinical       | General Dentistr               | D2740          |
| Diagnostic                  | Denial         | Claim was not submitted within time  | Administrative | General Dentistr               | D0210          |
| Restorative                 | Denial         | Exceeds the allowable amount (R&C Rate)  | Administrative | General Dentistr               | D2391          |
| Adiunctive General Services | Denial         | Moderate IV sedation request is denied. Records do not meet at least one condition for medical nece    | Clinical       | General Dentistr               | D9239          |
| Implant Services            | Approval       | Based on submitted documentation, benefits are recommended for the requested procedure.?               | Clinical       | Orthodontist                   | D6057          |
| Periodontics                | Denial         | Guided tissue regeneration is denied. Records do not show at least one of the qualifying conditions.   | Clinical       | Oral and Maxillofacial Surgeon | D4266          |
| Restorative                 | Denial         | Not Assigned   | Administrative | Oral and Maxillofacial Surgeon | D2330          |
| Restorative                 | Denial         | Treatment request is denied. This service is secondary to a primary treatment that has not been appr   | Clinical       | General Dentistr               | D2950          |
| Oral Surgerv                | Denial         | Exceeds the allowable amount (R&C Rate)  | Administrative | General Dentistr               | D7140          |
| Preventive                  | Denial         | Exceeds the allowable amount (R&C Rate)  | Administrative | General Dentistr               | D1351          |
| Periodontics                | Denial         | Not a Covered Service  | Administrative | General Dentistr               | D4267          |
| Restorative                 | Denial         | Exceeds the allowable amount (R&C Rate)  | Administrative | General Dentistr               | D2391          |
| Adiunctive General Services | Denial         | Heavy sedation request is denied. Records do not meet at least one condition for medical necessiv.     | Clinical       | Oral and Maxillofacial Surgeon | D9222          |
| Adiunctive General Services | Approval       | Based on submitted documentation, benefits are recommended for the requested procedure.?               | Clinical       | Oral and Maxillofacial Surgeon | D9223          |
| Oral Surgerv                | Approval       | Based on submitted documentation, benefits are recommended for the requested procedure.?               | Clinical       | Oral and Maxillofacial Surgeon | D7230          |
| Oral Surgerv                | Denial         | Exceeds the allowable amount (R&C Rate)  | Administrative | Orthodontist                   | D5820          |
| Implant Services            | Approval       | Based on submitted documentation, benefits are recommended for the requested procedure.?               | Clinical       | Orthodontist                   | D6057          |
| Restorative                 | Denial         | Exceeds the allowable amount (R&C Rate)  | Administrative | General Dentistr               | D2392          |
| Prosthodontics, Fixed       | Approval       | Based on submitted documentation, benefits are recommended for the requested procedure.?               | Clinical       | General Dentistr               | D6740          |
| Restorative                 | Denial         | Exceeds the allowable amount (R&C Rate)  | Administrative | General Dentistr               | D2391          |
| Periodontics                | Denial         | Not Assigned   | Administrative | General Dentistr               | D4341          |
| Implant Services            | Approval       | Based on submitted documentation, benefits are recommended for the requested procedure.?               | Clinical       | Orthodontist                   | D6010          |
| Restorative                 | Denial         | Not Assigned   | Administrative | General Dentistr               | D2934          |
| Restorative                 | Denial         | Mixed Bao Fee Schedule Exists  | Administrative | General Dentistr               | D2392          |
| Endodontics                 | Denial         | Not Assigned   | Administrative | General Dentistr               | D3330          |
| Adiunctive General Services | Denial         | Heavy sedation request is denied. Records do not meet at least one condition for medical necessiv.     | Clinical       | Oral and Maxillofacial Surgeon | D9222          |
| Restorative                 | Approval       | Based on submitted documentation, benefits are recommended for the requested procedure.?               | Clinical       | General Dentistr               | D2740          |
| Diagnostic                  | Denial         | Not Assigned   | Administrative | General Dentistr               | D0220          |
| Oral Surgerv                | Denial         | Exceeds the Scheduled Rate   | Administrative | General Dentistr               | D7140          |
| Oral Surgerv                | Denial         | Extraction request is alternately approved to different code. X-rays do not support the code requested | Clinical       | Oral and Maxillofacial Surgeon | D7240          |
| Restorative                 | Denial         | Exceeds the allowable amount (R&C Rate)  | Administrative | General Dentistr               | D2392          |
| Oral Surgerv                | Denial         | Exceeds the allowable amount (R&C Rate)  | Administrative | General Dentistr               | D7140          |
| Oral Surgerv                | Approval       | Based on submitted documentation, benefits are recommended for the requested procedure.?               | Clinical       | Oral and Maxillofacial Surgeon | D7230          |
| Periodontics                | Denial         | Not a Covered Service  | Administrative | General Dentistr               | D4341          |
| Restorative                 | Denial         | Not Assigned   | Administrative | General Dentistr               | D2331          |
| Restorative                 | Denial         | Exceeds the Scheduled Rate   | Administrative | General Dentistr               | D2392          |
| Oral Surgerv                | Denial         | Exceeds the Scheduled Rate   | Administrative | Oral and Maxillofacial Surgeon | D7111          |
| Restorative                 | Approval       | Based on submitted documentation, benefits are recommended for the requested procedure.?               | Clinical       | General Dentistr               | D2740          |
| Restorative                 | Denial         | Crown or onlay request is denied. Records show this treatment appears to be for preventive reasons     | Clinical       | General Dentistr               | D2740          |
| Adiunctive General Services | Denial         | Decreased Dental allowable   | Administrative | Pediatric Dentistr             | D9230          |
| Restorative                 | Denial         | Exceeds the allowable amount (R&C Rate)  | Administrative | General Dentistr               | D2391          |
| Adiunctive General Services | Denial         | Moderate IV sedation request is denied. Records do not meet at least one condition for medical nece    | Clinical       | General Dentistr               | D9243          |
| Restorative                 | Denial         | Exceeds the allowable amount (R&C Rate)  | Administrative | General Dentistr               | D2392          |
| Preventive                  | Denial         | Exceeds the allowable amount (R&C Rate)  | Administrative | General Dentistr               | D1510          |
| Periodontics                | Denial         | Decreased Dental allowable   | Administrative | General Dentistr               | D9210          |
| Orthodontics                | Denial         | Benefit maximum has been reached   | Administrative | General Dentistr               | D8080          |
| Oral Surgerv                | Denial         | Extraction request is alternately approved to different code. X-rays do not support the code requested | Clinical       | Oral and Maxillofacial Surgeon | D7240          |
| Oral Surgerv                | Denial         | Not Assigned   | Administrative | General Dentistr               | D7140          |
| Oral Surgerv                | Denial         | Not Assigned   | Administrative | Pediatric Dentistr             | D7140          |
| Restorative                 | Denial         | Exceeds the allowable amount (R&C Rate)  | Administrative | General Dentistr               | D2331          |
| Oral Surgerv                | Denial         | Exceeds the Scheduled Rate   | Administrative | Oral and Maxillofacial Surgeon | D7111          |
| Periodontics                | Denial         | Guided tissue regeneration is denied. Records do not show at least one of the qualifying conditions.   | Clinical       | Oral and Maxillofacial Surgeon | D4266          |
| Restorative                 | Denial         | Exceeds the allowable amount (R&C Rate)  | Administrative | General Dentistr               | D2392          |
| Restorative                 | Denial         | Replacement crown, onlay or veneer is denied. Records do not show a cavity or fracture affecting the   | Clinical       | General Dentistr               | D7140          |
| Adiunctive General Services | Denial         | Exceeds the allowable amount (R&C Rate)  | Administrative | General Dentistr               | D9630          |
| Implant Services            | Approval       | Based on submitted documentation, benefits are recommended for the requested procedure.?               | Clinical       | Orthodontist                   | D6010          |
| Prosthodontics, Fixed       | Approval       | Based on submitted documentation, benefits are recommended for the requested procedure.?               | Clinical       | General Dentistr               | D6740          |
| Restorative                 | Denial         | Not Assigned   | Administrative | Orthodontist                   | D2740          |
| Oral Surgerv                | Denial         | Extraction request is alternately approved to different code. X-rays do not support the code requested | Clinical       | Oral and Maxillofacial Surgeon | D7240          |
| Oral Surgerv                | Denial         | Exceeds the Scheduled Rate   | Administrative | Oral and Maxillofacial Surgeon | D7111          |
| Restorative                 | Approval       | Based on submitted documentation, benefits are recommended for the requested procedure.?               | Clinical       | General Dentistr               | D7210          |
| Oral Surgerv                | Denial         | Frequency limitation (DPY)   | Clinical       | General Dentistr               | D2740          |
| Oral Surgerv                | Approval       | Based on submitted documentation, benefits are recommended for the requested procedure.?               | Clinical       | Oral and Maxillofacial Surgeon | D7240          |
| Restorative                 | Denial         | Exceeds the allowable amount (R&C Rate)  | Administrative | General Dentistr               | D2331          |
| Restorative                 | Denial         | Exceeds the allowable amount (R&C Rate)  | Administrative | General Dentistr               | D2392          |
| Periodontics                | Denial         | Mixed Bao Fee Schedule Exists  | Administrative | General Dentistr               | D4341          |
| Prosthodontics, Removable   | Denial         | Dental procedure not valid for teeth   | Administrative | General Dentistr               | D5213          |
| Adiunctive General Services | Denial         | Not Assigned   | Administrative | General Dentistr               | D9230          |
| Adiunctive General Services | Denial         | Exceeds the Scheduled Rate   | Administrative | Pediatric Dentistr             | D9230          |
| Prosthodontics, Fixed       | Denial         | Retainer request is denied. It is only needed to support the bridge. The bridge is not covered by your | Clinical       | General Dentistr               | D6752          |
| Orthodontics                | Denial         | Benefit maximum has been reached   | Administrative | Orthodontist                   | D8080          |
| Restorative                 | Denial         | Exceeds the Scheduled Rate   | Administrative | Pediatric Dentistr             | D2392          |
| Adiunctive General Services | Denial         | Moderate IV sedation request is denied. Records do not meet at least one condition for medical nece    | Clinical       | General Dentistr               | D9243          |
| Orthodontics                | Denial         | Decreased Dental allowable   | Administrative | General Dentistr               | D8080          |
| Restorative                 | Approval       | Based on submitted documentation, benefits are recommended for the requested procedure.?               | Clinical       | General Dentistr               | D2740          |
| Oral Surgerv                | Denial         | Procedure ineligible due to UTED   | Administrative | General Dentistr               | D7210          |
| Implant Services            | Denial         | Not a Covered Service  | Administrative | General Dentistr               | D6056          |
| Oral Surgerv                | Denial         | Exceeds the allowable amount (R&C Rate)  | Administrative | General Dentistr               | D7210          |
| Prosthodontics, Removable   | Denial         | Benefit maximum has been reached   | Administrative | General Dentistr               | D7140          |
| Restorative                 | Approval       | Based on submitted documentation, benefits are recommended for the requested procedure.?               | Clinical       | General Dentistr               | D2740          |
| Prosthodontics, Fixed       | Denial         | Retainer request is denied. It is only needed to support the bridge. The bridge is not covered by your | Clinical       | General Dentistr               | D6752          |
| Restorative                 | Denial         | Exceeds the allowable amount (R&C Rate)  | Administrative | General Dentistr               | D2392          |
| Restorative                 | Denial         | Exceeds the allowable amount (R&C Rate)  | Administrative | General Dentistr               | D2391          |
| Oral Surgerv                | Denial         | Not Assigned   | Administrative | General Dentistr               | D7210          |
| Periodontics                | Denial         | Not a Covered Service  | Administrative | General Dentistr               | D4921          |
| Implant Services            | Approval       | Based on submitted documentation, benefits are recommended for the requested procedure.?               | Clinical       | Orthodontist                   | D6058          |
| Adiunctive General Services | Approval       | Based on submitted documentation, benefits are recommended for the requested procedure.?               | Clinical       | Oral and Maxillofacial Surgeon | D9223          |
| Restorative                 | Denial         | Exceeds the allowable amount (R&C Rate)  | Administrative | General Dentistr               | D2140          |
| Periodontics                | Denial         | Exceeds the Scheduled Rate   | Administrative | General Dentistr               | D4341          |
| Restorative                 | Denial         | Not Assigned   | Administrative | General Dentistr               | D2931          |
| Periodontics                | Denial         | Not a Covered Service  | Administrative | General Dentistr               | D4341          |
| Oral Surgerv                | Denial         | Exceeds the allowable amount (R&C Rate)  | Administrative | General Dentistr               | D7140          |
| Oral Surgerv                | Denial         | Benefit maximum has been reached   | Administrative | General Dentistr               | D7140          |
| Restorative                 | Denial         | Replacement crown, onlay or veneer is denied. Records do not show a cavity or fracture affecting the   | Clinical       | General Dentistr               | D2962          |
| Restorative                 | Denial         | Exceeds the allowable amount (R&C Rate)  | Administrative | General Dentistr               | D2331          |
| Restorative                 | Denial         | Exceeds the allowable amount (R&C Rate)  | Administrative | General Dentistr               | D2391          |
| Oral Surgerv                | Denial         | Not a Covered Service  | Administrative | Oral and Maxillofacial Surgeon | D7921          |
| Implant Services            | Denial         | Exceeds the Scheduled Rate   | Administrative | General Dentistr               | D6010          |
| Oral Surgerv                | Denial         | Not a Covered Service  | Administrative | General Dentistr               | D7950          |
| Restorative                 | Approval       | Based on submitted documentation, benefits are recommended for the requested procedure.?               | Clinical       | General Dentistr               | D2740          |
| Oral Surgerv                | Denial         | Procedure ineligible due to UTED   | Administrative | General Dentistr               | D7210          |
| Oral Surgerv                | Denial         | Procedure ineligible due to UTED   | Administrative | General Dentistr               | D7210          |
| Restorative                 | Denial         | Exceeds the allowable amount (R&C Rate)  | Administrative | General Dentistr               | D2392          |
| Oral Surgerv                | Denial         | Not Assigned   | Administrative | General Dentistr               | D7140          |
| Prosthodontics, Removable   | Denial         | Exceeds the Scheduled Rate   | Administrative | General Dentistr               | D5650          |
| Restorative                 | Denial         | Not Assigned   | Administrative | General Dentistr               | D2930          |
| Oral Surgerv                | Denial         | Not a Covered Service  | Administrative | Oral and Maxillofacial Surgeon | D7921          |
| Adiunctive General Services | Approval       | Based on submitted documentation, benefits are recommended for the requested procedure.?               | Clinical       | Oral and Maxillofacial Surgeon | D9222          |
| Adiunctive General Services | Denial         | Not Assigned   | Administrative | General Dentistr               | D9910          |
| Restorative                 | Denial         | Exceeds the allowable amount (R&C Rate)  | Administrative | General Dentistr               | D2391          |
| Restorative                 | Denial         | Exceeds the allowable amount (R&C Rate)  | Administrative | General Dentistr               | D2391          |
| Oral Surgerv                | Denial         | Not Assigned   | Administrative | General Dentistr               | D7140          |
| Restorative                 | Denial         | Treatment request is denied. This service is secondary to a primary treatment that has not been appr   | Clinical       | General Dentistr               | D2950          |
| Restorative                 | Denial         | Exceeds the allowable amount (R&C Rate)  | Administrative | General Dentistr               | D2740          |

|                             |          |   |                |                                |       |
|-----------------------------|----------|---|----------------|--------------------------------|-------|
| Restorative                 | Denial   | Exceeds the allowable amount (R&C Rate)   | Administrative | General Dentistry              | D2392 |
| Prosthodontics, Removable   | Denial   | Exceeds the Scheduled Rate  | Administrative | General Dentistry              | D5761 |
| Oral Surgerv                | Denial   | Benefit maximum has been reached  | Administrative | General Dentistry              | D7140 |
| Adiunctive General Services | Denial   | Moderate IV sedation request is denied. Records do not meet at least one condition for medical necessity              | Clinical       | General Dentistry              | D9239 |
| Oral Surgerv                | Denial   | Exceeds the allowable amount (R&C Rate)   | Administrative | General Dentistry              | D7210 |
| Restorative                 | Denial   | Exceeds the allowable amount (R&C Rate)   | Administrative | General Dentistry              | D2392 |
| Adiunctive General Services | Approval | Based on submitted documentation, benefits are recommended for the requested procedure.?                              | Clinical       | Pediatric Dentistry            | D9230 |
| Restorative                 | Denial   | Exceeds the allowable amount (R&C Rate)   | Administrative | General Dentistry              | D2930 |
| Adiunctive General Services | Denial   | Exceeds the allowable amount (R&C Rate)   | Administrative | General Dentistry              | D9610 |
| Endodontics                 | Denial   | Exceeds the Scheduled Rate  | Administrative | General Dentistry              | D3330 |
| Preventive                  | Denial   | Member age not within procedure norm  | Administrative | General Dentistry              | D1351 |
| Periodontics                | Denial   | Exceeds the Scheduled Rate  | Administrative | Periodontist                   | D4241 |
| Prosthodontics, Fixed       | Approval | Based on submitted documentation, benefits are recommended for the requested procedure.?                              | Clinical       | General Dentistry              | D6740 |
| Oral Surgerv                | Denial   | Not a Covered Service   | Administrative | General Dentistry              | D7950 |
| Adiunctive General Services | Approval | Based on submitted documentation, benefits are recommended for the requested procedure.?                              | Clinical       | Oral and Maxillofacial Surgeon | D9222 |
| Restorative                 | Approval | Based on submitted documentation, benefits are recommended for the requested procedure.?                              | Clinical       | General Dentistry              | D2740 |
| Restorative                 | Denial   | Exceeds the allowable amount (R&C Rate)   | Administrative | General Dentistry              | D2394 |
| Oral Surgerv                | Denial   | Exceeds the Scheduled Rate  | Administrative | Periodontist                   | D7140 |
| Oral Surgerv                | Denial   | Exceeds the Scheduled Rate  | Administrative | Oral and Maxillofacial Surgeon | D7111 |
| Restorative                 | Denial   | Replacement crown, onlay or veneer is denied. Records do not show a cavity or fracture affecting the crown            | Clinical       | General Dentistry              | D2750 |
| Adiunctive General Services | Denial   | Moderate IV sedation request is denied. Records do not meet at least one condition for medical necessity              | Clinical       | General Dentistry              | D9243 |
| Prosthodontics, Removable   | Denial   | Mixed Bag Fee Schedule Exists   | Administrative | General Dentistry              | D5213 |
| Orthodontics                | Denial   | Benefit maximum has been reached  | Administrative | General Dentistry              | D2790 |
| Oral Surgerv                | Denial   | Not a Covered Service   | Administrative | Oral and Maxillofacial Surgeon | D7921 |
| Preventive                  | Denial   | Exceeds the allowable amount (R&C Rate)   | Administrative | General Dentistry              | D1351 |
| Restorative                 | Denial   | Buildup request is denied. Records do not show a very large loss of tooth structure and not enough to support a crown | Clinical       | General Dentistry              | D2950 |
| Restorative                 | Denial   | Exceeds the Scheduled Rate  | Administrative | Pediatric Dentistry            | D2392 |
| Restorative                 | Denial   | Request is denied. Records do not include a narrative to support the need for your treatment.                         | Clinical       | General Dentistry              | D2740 |
| Adiunctive General Services | Denial   | Exceeds the Scheduled Rate  | Administrative | Periodontist                   | D9120 |
| Orthodontics                | Denial   | Member age not within procedure norm  | Administrative | General Dentistry              | D8090 |
| Prosthodontics, Fixed       | Denial   | Exceeds the allowable amount (R&C Rate)   | Administrative | General Dentistry              | D6745 |
| Adiunctive General Services | Approval | Based on submitted documentation, benefits are recommended for the requested procedure.?                              | Clinical       | Oral and Maxillofacial Surgeon | D9222 |
| Oral Surgerv                | Denial   | Exceeds the allowable amount (R&C Rate)   | Administrative | General Dentistry              | D7140 |
| Oral Surgerv                | Denial   | Exceeds the Scheduled Rate  | Administrative | General Dentistry              | D7140 |
| Implant Services            | Denial   | Procedure ineligible due to UTED  | Administrative | General Dentistry              | D6066 |
| Implant Services            | Approval | Based on submitted documentation, benefits are recommended for the requested procedure.?                              | Clinical       | Orthodontist                   | D6010 |
| Adiunctive General Services | Denial   | Heavy sedation request is denied. Records do not meet at least one condition for medical necessity.                   | Clinical       | Oral and Maxillofacial Surgeon | D9223 |
| Oral Surgerv                | Denial   | Your treatment request for this bone graft has been denied. Radiograph does not document a bony defect                | Clinical       | General Dentistry              | D7953 |
| Implant Services            | Approval | Based on submitted documentation, benefits are recommended for the requested procedure.?                              | Clinical       | Orthodontist                   | D6057 |
| Oral Surgerv                | Denial   | Procedure ineligible due to UTED  | Administrative | General Dentistry              | D7210 |
| Prosthodontics, Fixed       | Approval | Based on submitted documentation, benefits are recommended for the requested procedure.?                              | Clinical       | General Dentistry              | D6740 |
| Oral Surgerv                | Denial   | Not a Covered Service   | Administrative | General Dentistry              | D7950 |
| Restorative                 | Denial   | Exceeds the allowable amount (R&C Rate)   | Administrative | General Dentistry              | D2392 |
| Preventive                  | Denial   | Member age not within procedure norm  | Administrative | General Dentistry              | D1206 |
| Restorative                 | Denial   | Exceeds the allowable amount (R&C Rate)   | Administrative | General Dentistry              | D2392 |
| Restorative                 | Denial   | Crown or onlay request is denied. Records show this treatment appears to be for preventive reasons.                   | Clinical       | General Dentistry              | D2740 |
| Adiunctive General Services | Denial   | Exceeds the Scheduled Rate  | Administrative | Oral and Maxillofacial Surgeon | D9222 |
| Periodontics                | Denial   | Exceeds the Scheduled Rate  | Administrative | Periodontist                   | D4241 |
| Adiunctive General Services | Denial   | Heavy sedation request is denied. Records do not meet at least one condition for medical necessity.                   | Clinical       | Oral and Maxillofacial Surgeon | D9223 |
| Restorative                 | Denial   | Exceeds the allowable amount (R&C Rate)   | Administrative | General Dentistry              | D2391 |
| Restorative                 | Approval | Based on submitted documentation, benefits are recommended for the requested procedure.?                              | Clinical       | General Dentistry              | D2740 |
| Preventive                  | Denial   | Exceeds the Scheduled Rate  | Administrative | General Dentistry              | D1110 |
| Restorative                 | Denial   | Crown or onlay request is denied. Records show this treatment appears to be for preventive reasons.                   | Clinical       | General Dentistry              | D2740 |
| Restorative                 | Denial   | Duplicate amalgam within 6 months   | Administrative | General Dentistry              | D2391 |
| Preventive                  | Denial   | Not Assigned  | Administrative | General Dentistry              | D1510 |
| Restorative                 | Approval | Based on submitted documentation, benefits are recommended for the requested procedure.?                              | Clinical       | General Dentistry              | D2950 |
| Restorative                 | Approval | Based on submitted documentation, benefits are recommended for the requested procedure.?                              | Clinical       | General Dentistry              | D2740 |
| Restorative                 | Denial   | Exceeds the allowable amount (R&C Rate)   | Administrative | General Dentistry              | D2392 |
| Periodontics                | Denial   | Exceeds the allowable amount (R&C Rate)   | Administrative | General Dentistry              | D4341 |
| Restorative                 | Denial   | Decreased Dental allowable  | Administrative | General Dentistry              | D2740 |
| Oral Surgerv                | Denial   | Exceeds Service Amount  | Administrative | Oral and Maxillofacial Surgeon | D7921 |
| Oral Surgerv                | Denial   | Procedure ineligible due to UTED  | Administrative | General Dentistry              | D7210 |
| Restorative                 | Denial   | Exceeds the allowable amount (R&C Rate)   | Administrative | Orthodontist                   | D2391 |
| Restorative                 | Denial   | Exceeds the allowable amount (R&C Rate)   | Administrative | General Dentistry              | D2740 |
| Oral Surgerv                | Denial   | Not Assigned  | Administrative | General Dentistry              | D7210 |
| Adiunctive General Services | Denial   | Heavy sedation request is denied. Records do not meet at least one condition for medical necessity.                   | Clinical       | Oral and Maxillofacial Surgeon | D9223 |
| Preventive                  | Denial   | Exceeds the allowable amount (R&C Rate)   | Administrative | General Dentistry              | D1351 |
| Restorative                 | Denial   | Procedure ineligible due to UTED  | Administrative | General Dentistry              | D2950 |
| Restorative                 | Denial   | Exceeds the Scheduled Rate  | Administrative | General Dentistry              | D2392 |
| Implant Services            | Denial   | Not a Covered Service   | Administrative | General Dentistry              | D6104 |
| Restorative                 | Denial   | Exceeds the allowable amount (R&C Rate)   | Administrative | General Dentistry              | D2392 |
| Oral Surgerv                | Denial   | Exceeds the allowable amount (R&C Rate)   | Administrative | General Dentistry              | D7310 |
| Oral Surgery                | Denial   | Exceeds the allowable amount (R&C Rate)   | Administrative | General Dentistry              | D740  |
| Restorative                 | Denial   | Exceeds the allowable amount (R&C Rate)   | Administrative | General Dentistry              | D2331 |
| Periodontics                | Denial   | Not Assigned  | Administrative | General Dentistry              | D4341 |
| Periodontics                | Approval | Based on submitted documentation, benefits are recommended for the requested procedure.?                              | Clinical       | General Dentistry              | D4275 |
| Restorative                 | Denial   | Exceeds the Scheduled Rate  | Administrative | Pediatric Dentistry            | D2392 |
| Adiunctive General Services | Denial   | Not Assigned  | Administrative | General Dentistry              | D9910 |
| Restorative                 | Denial   | Exceeds the allowable amount (R&C Rate)   | Administrative | General Dentistry              | D2335 |
| Periodontics                | Denial   | Exceeds the Scheduled Rate  | Administrative | General Dentistry              | D4341 |
| Oral Surgerv                | Denial   | Exceeds the allowable amount (R&C Rate)   | Administrative | General Dentistry              | D7140 |
| Adiunctive General Services | Approval | Based on submitted documentation, benefits are recommended for the requested procedure.?                              | Clinical       | Oral and Maxillofacial Surgeon | D9222 |
| Restorative                 | Denial   | Exceeds the allowable amount (R&C Rate)   | Administrative | General Dentistry              | D2391 |
| Adiunctive General Services | Denial   | Exceeds the allowable amount (R&C Rate)   | Administrative | General Dentistry              | D9248 |
| Oral Surgerv                | Denial   | Exceeds the allowable amount (R&C Rate)   | Administrative | General Dentistry              | D7210 |
| Oral Surgerv                | Denial   | Exceeds the allowable amount (R&C Rate)   | Administrative | General Dentistry              | D7210 |
| Oral Surgerv                | Denial   | Exceeds the allowable amount (R&C Rate)   | Administrative | General Dentistry              | D7297 |
| Restorative                 | Approval | Based on submitted documentation, benefits are recommended for the requested procedure.?                              | Clinical       | General Dentistry              | D2740 |
| Implant Services            | Denial   | Exceeds the allowable amount (R&C Rate)   | Administrative | General Dentistry              | D6010 |
| Restorative                 | Denial   | Procedure ineligible due to UTED  | Administrative | General Dentistry              | D2391 |
| Oral Surgerv                | Denial   | Exceeds the allowable amount (R&C Rate)   | Administrative | General Dentistry              | D7140 |
| Adiunctive General Services | Denial   | Exceeds the allowable amount (R&C Rate)   | Administrative | General Dentistry              | D9630 |
| Restorative                 | Denial   | Not Assigned  | Administrative | General Dentistry              | D2332 |
| Implant Services            | Denial   | Exceeds the Scheduled Rate  | Administrative | General Dentistry              | D6056 |
| Oral Surgerv                | Denial   | Not Assigned  | Administrative | General Dentistry              | D7210 |
| Oral Surgerv                | Denial   | Procedure ineligible due to UTED  | Administrative | General Dentistry              | D7210 |
| Restorative                 | Denial   | Crown or onlay request is denied. Records show this treatment appears to be for preventive reasons.                   | Clinical       | General Dentistry              | D2740 |
| Restorative                 | Denial   | Exceeds the allowable amount (R&C Rate)   | Administrative | General Dentistry              | D2140 |
| Prosthodontics, Fixed       | Approval | Based on submitted documentation, benefits are recommended for the requested procedure.?                              | Clinical       | General Dentistry              | D6740 |
| Restorative                 | Denial   | Not Assigned  | Administrative | General Dentistry              | D2330 |
| Oral Surgerv                | Denial   | Exceeds the allowable amount (R&C Rate)   | Administrative | General Dentistry              | D7210 |
| Adiunctive General Services | Denial   | Exceeds the allowable amount (R&C Rate)   | Administrative | Pediatric Dentistry            | D9230 |
| Oral Surgerv                | Denial   | Benefit maximum has been reached  | Administrative | General Dentistry              | D7140 |
| Oral Surgerv                | Denial   | Exceeds the Scheduled Rate  | Administrative | General Dentistry              | D7140 |
| Oral Surgerv                | Approval | Based on submitted documentation, benefits are recommended for the requested procedure.?                              | Clinical       | Oral and Maxillofacial Surgeon | D7240 |
| Restorative                 | Denial   | Exceeds the allowable amount (R&C Rate)   | Administrative | General Dentistry              | D2740 |
| Prosthodontics, Removable   | Denial   | Exceeds the allowable amount (R&C Rate)   | Administrative | General Dentistry              | D5212 |
| Preventive                  | Denial   | Exceeds the allowable amount (R&C Rate)   | Administrative | General Dentistry              | D1351 |
| Periodontics                | Denial   | Mixed Bag Fee Schedule Exists   | Administrative | General Dentistry              | D4341 |
| Implant Services            | Denial   | Not a Covered Service   | Administrative | General Dentistry              | D6104 |
| Restorative                 | Denial   | Treatment request is denied. Your dental plan does not cover services to treat the effects of tooth wear              | Clinical       | General Dentistry              | D2740 |
| Oral Surgerv                | Denial   | Surgical tooth removal request is denied. Records do not meet at least one condition for medical necessity            | Clinical       | Oral and Maxillofacial Surgeon | D7240 |
| Adiunctive General Services | Denial   | Exceeds the Scheduled Rate  | Administrative | Oral and Maxillofacial Surgeon | D9223 |
| Restorative                 | Denial   | Exceeds the Scheduled Rate  | Administrative | General Dentistry              | D2740 |
| Diagnostic                  | Denial   | Not Assigned  | Administrative | General Dentistry              | D2274 |
| Restorative                 | Approval | Based on submitted documentation, benefits are recommended for the requested procedure.?                              | Clinical       | General Dentistry              | D2740 |
| Restorative                 | Approval | Based on submitted documentation, benefits are recommended for the requested procedure.?                              | Clinical       | General Dentistry              | D2740 |
| Periodontics                | Denial   | Not Assigned  | Administrative | General Dentistry              | D4341 |
| Oral Surgerv                | Denial   | Exceeds the Scheduled Rate  | Administrative | General Dentistry              | D7140 |
| Implant Services            | Denial   | Not a Covered Service   | Administrative | General Dentistry              | D6010 |
| Restorative                 | Denial   | Not Assigned  | Administrative | Orthodontist                   | D2331 |
| Oral Surgerv                | Denial   | Dental procedure not valid for teeth  | Administrative | Oral and Maxillofacial Surgeon | D7283 |
| Restorative                 | Denial   | Not Assigned  | Administrative | General Dentistry              | D2374 |
| Restorative                 | Denial   | Exceeds the allowable amount (R&C Rate)   | Administrative | General Dentistry              | D2391 |
| Prosthodontics, Removable   | Denial   | Not Assigned  | Administrative | General Dentistry              | D5740 |
| Prosthodontics, Fixed       | Denial   | Retainer request is denied. It is only needed to support the bridge. The bridge is not covered by your dental plan    | Clinical       | General Dentistry              | D6740 |
| Implant Services            | Denial   | Treatment request is denied. This treatment is considered to be inclusive with the primary treatment a                | Clinical       | Oral and Maxillofacial Surgeon | D6199 |
| Oral Surgerv                | Denial   | Extraction request is alternate approved to different code. X-rays do not support the code requested                  | Clinical       | Oral and Maxillofacial Surgeon | D7241 |
| Prosthodontics, Removable   | Denial   | Exceeds the Scheduled Rate  | Administrative | General Dentistry              | D6560 |

|                             |          |  |                |                                |       |
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| Preventive                  | Denial   | Exceeds the Scheduled Rate   | Administrative | Pediatric Dentistry            | D1351 |
| Adjunctive General Services | Denial   | Heavy sedation request is denied. Records do not meet at least one condition for medical necessity.      | Clinical       | Oral and Maxillofacial Surgeon | D9223 |
| Restorative                 | Denial   | Exceeds the Scheduled Rate   | Administrative | Pediatric Dentistry            | D2392 |
| Prosthodontics, Fixed       | Denial   | Retainer request is denied. It is only needed to support the bridge. The bridge is not covered by your   | Clinical       | General Dentistry              | D6740 |
| Oral Surgery                | Denial   | Exceeds the allowable amount (R&C Rate)  | Administrative | General Dentistry              | D7210 |
| Restorative                 | Approval | Based on submitted documentation, benefits are recommended for the requested procedure.?                 | Clinical       | General Dentistry              | D2950 |
| Adjunctive General Services | Denial   | Heavy sedation request is denied. Records do not meet at least one condition for medical necessity.      | Clinical       | Oral and Maxillofacial Surgeon | D9222 |
| Endodontics                 | Denial   | Not Assigned   | Administrative | General Dentistry              | D3330 |
| Oral Surgery                | Denial   | Procedure Ineligible due to UTED   | Administrative | General Dentistry              | D7210 |
| Oral Surgery                | Denial   | Exceeds the allowable amount (R&C Rate)  | Administrative | General Dentistry              | D7210 |
| Periodontics                | Denial   | Mixed Bag Fee Schedule Exists  | Administrative | General Dentistry              | D4341 |
| Restorative                 | Denial   | Exceeds the allowable amount (R&C Rate)  | Administrative | General Dentistry              | D2392 |
| Oral Surgery                | Denial   | Exceeds the Scheduled Rate   | Administrative | General Dentistry              | D7140 |
| Adjunctive General Services | Denial   | Heavy sedation request is denied. Records do not meet at least one condition for medical necessity.      | Administrative | General Dentistry              | D9223 |
| Oral Surgery                | Denial   | Exceeds the Scheduled Rate   | Administrative | Oral and Maxillofacial Surgeon | D7111 |
| Oral Surgery                | Denial   | Exceeds the Scheduled Rate   | Administrative | Pediatric Dentistry            | D7140 |
| Restorative                 | Denial   | Exceeds the allowable amount (R&C Rate)  | Administrative | General Dentistry              | D2392 |
| Oral Surgery                | Denial   | Benefit maximum has been reached   | Administrative | General Dentistry              | D7140 |
| Restorative                 | Denial   | Request is denied. Records did not include a narrative to support the need for your treatment.           | Clinical       | General Dentistry              | D2740 |
| Periodontics                | Denial   | Not a Covered Service  | Administrative | General Dentistry              | D4921 |
| Diagnostic                  | Denial   | Not Assigned   | Administrative | General Dentistry              | D0274 |
| Oral Surgery                | Denial   | Exceeds the Scheduled Rate   | Administrative | Oral and Maxillofacial Surgeon | D7111 |
| Restorative                 | Denial   | Exceeds the allowable amount (R&C Rate)  | Administrative | General Dentistry              | D7111 |
| Restorative                 | Denial   | Not Assigned   | Administrative | General Dentistry              | D2929 |
| Oral Surgery                | Denial   | Extraction request is alternately approved to different code. X-rays do not support the code requested   | Clinical       | Oral and Maxillofacial Surgeon | D7241 |
| Restorative                 | Denial   | Not Assigned   | Administrative | General Dentistry              | D2929 |
| Diagnostic                  | Denial   | Exceeds the allowable amount (R&C Rate)  | Administrative | General Dentistry              | D0120 |
| Oral Surgery                | Denial   | Extraction request is alternately approved to different code. X-rays do not support the code requested   | Clinical       | Oral and Maxillofacial Surgeon | D7240 |
| Restorative                 | Denial   | Exceeds the allowable amount (R&C Rate)  | Administrative | General Dentistry              | D2392 |
| Restorative                 | Denial   | Exceeds the allowable amount (R&C Rate)  | Administrative | General Dentistry              | D2950 |
| Oral Surgery                | Denial   | Not Assigned   | Administrative | General Dentistry              | D3720 |
| Adjunctive General Services | Approval | Based on submitted documentation, benefits are recommended for the requested procedure.?                 | Clinical       | Oral and Maxillofacial Surgeon | D9222 |
| Restorative                 | Denial   | Request is denied. Records did not include pre-treatment x-rays.   | Clinical       | General Dentistry              | D2750 |
| Prosthodontics, Removable   | Denial   | Exceeds the allowable amount (R&C Rate)  | Administrative | General Dentistry              | D5110 |
| Oral Surgery                | Denial   | Not a Covered Service  | Administrative | General Dentistry              | D7953 |
| Oral Surgery                | Denial   | Not Assigned   | Administrative | Oral and Maxillofacial Surgeon | D7230 |
| Restorative                 | Denial   | Replacement crown, onlay or veneer is denied. Records do not show a cavity or fracture affecting the     | Clinical       | General Dentistry              | D2740 |
| Adjunctive General Services | Denial   | Heavy sedation request is denied. Records do not meet at least one condition for medical necessity.      | Clinical       | Oral and Maxillofacial Surgeon | D9223 |
| Periodontics                | Denial   | Exceeds Maximum (GMM)  | Administrative | General Dentistry              | D4341 |
| Restorative                 | Denial   | Treatment request is denied. This service is secondary to a primary treatment that has not been appro    | Clinical       | Orthodontist                   | D2950 |
| Oral Surgery                | Denial   | Exceeds the Scheduled Rate   | Administrative | General Dentistry              | D7210 |
| Restorative                 | Denial   | Exceeds the allowable amount (R&C Rate)  | Administrative | General Dentistry              | D2392 |
| Diagnostic                  | Denial   | Not Assigned   | Administrative | General Dentistry              | D0220 |
| Restorative                 | Denial   | Crown or onlay request is denied. Records show this treatment appears to be for preventive reasons.      | Clinical       | General Dentistry              | D2740 |
| Restorative                 | Approval | Based on submitted documentation, benefits are recommended for the requested procedure.?                 | Clinical       | General Dentistry              | D2740 |
| Implant Services            | Denial   | Exceeds the Scheduled Rate   | Administrative | Oral and Maxillofacial Surgeon | D6010 |
| Restorative                 | Denial   | Exceeds the allowable amount (R&C Rate)  | Administrative | General Dentistry              | D2391 |
| Diagnostic                  | Denial   | Not Assigned   | Administrative | General Dentistry              | D0220 |
| Restorative                 | Denial   | Exceeds the Scheduled Rate   | Administrative | Pediatric Dentistry            | D2392 |
| Periodontics                | Denial   | Procedure Ineligible due to UTED   | Administrative | Periodontist                   | D4241 |
| Restorative                 | Approval | Based on submitted documentation, benefits are recommended for the requested procedure.?                 | Clinical       | General Dentistry              | D2950 |
| Restorative                 | Denial   | Exceeds the Scheduled Rate   | Administrative | Pediatric Dentistry            | D2392 |
| Restorative                 | Denial   | Exceeds the Scheduled Rate   | Administrative | General Dentistry              | D2391 |
| Oral Surgery                | Denial   | DENIED PER PLAN GUIDELINES: Review of claim doesn't support need for this procedure.                     | Clinical       | Periodontist                   | D7961 |
| Periodontics                | Denial   | Bone grafting request is denied. Records do not meet at least one condition for medical necessity.       | Clinical       | General Dentistry              | D4263 |
| Prosthodontics, Removable   | Denial   | Not Assigned   | Administrative | Orthodontist                   | D5110 |
| Restorative                 | Denial   | Exceeds the allowable amount (R&C Rate)  | Administrative | General Dentistry              | D2392 |
| Adjunctive General Services | Denial   | Decreased Dental allowable   | Administrative | Pediatric Dentistry            | D9248 |
| Oral Surgery                | Denial   | Exceeds the allowable amount (R&C Rate)  | Administrative | General Dentistry              | D7140 |
| Restorative                 | Denial   | Crown or onlay request is denied. Records show this treatment appears to be for preventive reasons.      | Clinical       | General Dentistry              | D2740 |
| Implant Services            | Denial   | Not a Covered Service  | Administrative | Oral and Maxillofacial Surgeon | D6199 |
| Oral Surgery                | Denial   | Exceeds the allowable amount (R&C Rate)  | Administrative | General Dentistry              | D7140 |
| Prosthodontics, Removable   | Approval | Based on submitted documentation, benefits are recommended for the requested procedure.?                 | Clinical       | General Dentistry              | D5211 |
| Restorative                 | Denial   | Exceeds the allowable amount (R&C Rate)  | Administrative | General Dentistry              | D2391 |
| Prosthodontics, Fixed       | Denial   | Retainer request is denied. It is only needed to support the bridge. The bridge is not covered by your c | Clinical       | General Dentistry              | D2392 |
| Restorative                 | Denial   | Not Assigned   | Administrative | General Dentistry              | D2331 |
| Periodontics                | Denial   | Procedure Ineligible due to UTED   | Administrative | Periodontist                   | D4241 |
| Restorative                 | Denial   | Crown or onlay request is alternately approved to a filling. Records do not show 50% loss of tooth or k  | Clinical       | General Dentistry              | D2740 |
| Restorative                 | Denial   | Exceeds the Scheduled Rate   | Administrative | Pediatric Dentistry            | D2392 |
| Diagnostic                  | Denial   | Not Assigned   | Administrative | General Dentistry              | D0220 |
| Implant Services            | Approval | Based on submitted documentation, benefits are recommended for the requested procedure.?                 | Clinical       | Orthodontist                   | D6066 |
| Restorative                 | Denial   | Exceeds the Scheduled Rate   | Administrative | General Dentistry              | D2391 |
| Restorative                 | Denial   | Decreased Dental allowable   | Administrative | General Dentistry              | D2950 |
| Restorative                 | Denial   | Request is denied. Records did not include a narrative to support the need for your treatment.           | Clinical       | General Dentistry              | D2950 |
| Oral Surgery                | Denial   | Benefit maximum has been reached   | Administrative | General Dentistry              | D7140 |
| Restorative                 | Approval | Based on submitted documentation, benefits are recommended for the requested procedure.?                 | Clinical       | General Dentistry              | D2740 |
| Prosthodontics, Removable   | Denial   | Exceeds the allowable amount (R&C Rate)  | Administrative | General Dentistry              | D5120 |
| Prosthodontics, Fixed       | Denial   | Exceeds the allowable amount (R&C Rate)  | Administrative | General Dentistry              | D6740 |
| Periodontics                | Denial   | Mixed Bag Fee Schedule Exists  | Administrative | General Dentistry              | D4341 |
| Periodontics                | Denial   | Treatment request is denied. Coverage is once for every 2 teeth side by side. This was already appro     | Clinical       | General Dentistry              | D4285 |
| Prosthodontics, Fixed       | Denial   | Retainer request is denied. It is only needed to support the bridge. The bridge is not covered by your c | Clinical       | General Dentistry              | D3752 |
| Restorative                 | Approval | Based on submitted documentation, benefits are recommended for the requested procedure.?                 | Clinical       | General Dentistry              | D2740 |
| Restorative                 | Denial   | Not Assigned   | Administrative | General Dentistry              | D2929 |
| Adjunctive General Services | Approval | Based on submitted documentation, benefits are recommended for the requested procedure.?                 | Clinical       | Pediatric Dentistry            | D9230 |
| Periodontics                | Denial   | Exceeds the Scheduled Rate   | Administrative | Periodontist                   | D4241 |
| Implant Services            | Denial   | Not a Covered Service  | Administrative | General Dentistry              | D6010 |
| Restorative                 | Denial   | Exceeds the allowable amount (R&C Rate)  | Administrative | General Dentistry              | D2392 |
| Restorative                 | Denial   | Crown or onlay request is alternately approved to a filling. Records do not show 50% loss of tooth or k  | Clinical       | General Dentistry              | D2740 |
| Oral Surgery                | Denial   | Not Assigned   | Administrative | General Dentistry              | D7140 |
| Implant Services            | Denial   | Exceeds the allowable amount (R&C Rate)  | Administrative | General Dentistry              | D6010 |
| Restorative                 | Denial   | Exceeds the allowable amount (R&C Rate)  | Administrative | General Dentistry              | D2391 |
| Periodontics                | Denial   | Not Assigned   | Administrative | Orthodontist                   | D4346 |
| Periodontics                | Denial   | Not Assigned   | Administrative | General Dentistry              | D4341 |
| Restorative                 | Denial   | Not Assigned   | Administrative | General Dentistry              | D2934 |
| Oral Surgery                | Denial   | Extraction request is alternately approved to different code. X-rays do not support the code requested   | Clinical       | Oral and Maxillofacial Surgeon | D7241 |
| Oral Surgery                | Denial   | Not a Covered Service  | Administrative | General Dentistry              | D7921 |
| Restorative                 | Denial   | Procedure Ineligible due to UTED   | Administrative | General Dentistry              | D2740 |
| Implant Services            | Denial   | Implant service request is denied. Records do not include documentation that clearly shows this treat    | Clinical       | Oral and Maxillofacial Surgeon | D5104 |
| Periodontics                | Denial   | Not a Covered Service  | Administrative | General Dentistry              | D4341 |
| Implant Services            | Approval | Based on submitted documentation, benefits are recommended for the requested procedure.?                 | Clinical       | Orthodontist                   | D6057 |
| Preventive                  | Denial   | Exceeds the allowable amount (R&C Rate)  | Administrative | General Dentistry              | D1351 |
| Restorative                 | Approval | Based on submitted documentation, benefits are recommended for the requested procedure.?                 | Clinical       | General Dentistry              | D2740 |
| Oral Surgery                | Denial   | Exceeds the allowable amount (R&C Rate)  | Administrative | Oral and Maxillofacial Surgeon | D7210 |
| Adjunctive General Services | Denial   | Heavy sedation request is denied. Records do not meet at least one condition for medical necessity.      | Clinical       | Oral and Maxillofacial Surgeon | D9222 |
| Implant Services            | Denial   | Exceeds the allowable amount (R&C Rate)  | Administrative | General Dentistry              | D6011 |
| Restorative                 | Denial   | Exceeds the allowable amount (R&C Rate)  | Administrative | General Dentistry              | D2740 |
| Oral Surgery                | Denial   | Exceeds the Scheduled Rate   | Administrative | Pediatric Dentistry            | D7140 |
| Oral Surgery                | Denial   | Member age not within procedure norm   | Administrative | General Dentistry              | D6010 |
| Oral Surgery                | Denial   | Exceeds the allowable amount (R&C Rate)  | Administrative | General Dentistry              | D7210 |
| Restorative                 | Denial   | Exceeds the allowable amount (R&C Rate)  | Administrative | General Dentistry              | D2392 |
| Oral Surgery                | Denial   | Exceeds the allowable amount (R&C Rate)  | Administrative | General Dentistry              | D7210 |
| Oral Surgery                | Denial   | Exceeds the allowable amount (R&C Rate)  | Administrative | General Dentistry              | D7140 |
| Oral Surgery                | Denial   | Exceeds the Scheduled Rate   | Administrative | Oral and Maxillofacial Surgeon | D7111 |
| Restorative                 | Denial   | Exceeds the Scheduled Rate   | Administrative | Pediatric Dentistry            | D2392 |
| Restorative                 | Denial   | Exceeds the allowable amount (R&C Rate)  | Administrative | Pediatric Dentistry            | D2929 |
| Diagnostic                  | Denial   | Not Assigned   | Administrative | General Dentistry              | D0274 |
| Oral Surgery                | Denial   | Not Assigned   | Administrative | General Dentistry              | D7320 |
| Restorative                 | Denial   | Exceeds the allowable amount (R&C Rate)  | Administrative | Orthodontist                   | D2391 |
| Adjunctive General Services | Denial   | Exceeds the Scheduled Rate   | Administrative | Oral and Maxillofacial Surgeon | D9223 |
| Restorative                 | Denial   | Not Assigned   | Administrative | Pediatric Dentistry            | D2930 |
| Restorative                 | Denial   | Not Assigned   | Administrative | General Dentistry              | D2929 |
| Restorative                 | Denial   | Exceeds the allowable amount (R&C Rate)  | Administrative | Orthodontist                   | D2929 |
| Preventive                  | Denial   | Exceeds the Scheduled Rate   | Administrative | Pediatric Dentistry            | D3921 |
| Adjunctive General Services | Denial   | Heavy sedation request is denied. Records do not meet at least one condition for medical necessity.      | Clinical       | General Dentistry              | D9222 |
| Restorative                 | Denial   | Treatment request is denied. Your dental benefit plan does not cover cosmetic procedures.                | Clinical       | General Dentistry              | D2740 |
| Oral Surgery                | Denial   | Procedure Ineligible due to UTED   | Administrative | General Dentistry              | D7210 |
| Oral Surgery                | Denial   | Not Assigned   | Administrative | Oral and Maxillofacial Surgeon | D7283 |
| Implant Services            | Denial   | Your treatment request for this bone graft has been denied. Radiograph does not document a bono d        | Clinical       | General Dentistry              | D6010 |
| Restorative                 | Denial   | Exceeds the allowable amount (R&C Rate)  | Administrative | General Dentistry              | D2392 |

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| Prosthodontics, Removable   | Denial   | Benefit maximum has been reached  | Administrative | General Dentistry              | D5130 |
| Diagnostic                  | Denial   | Not a Covered Service   | Administrative | General Dentistry              | D0393 |
| Oral Surgerv                | Denial   | Not a Covered Service   | Administrative | General Dentistry              | D7921 |
| Restorative                 | Denial   | Custom made post and core has been denied. A prefab post and core is alternately approved. This is      | Clinical       | General Dentistry              | D2952 |
| Oral Surgerv                | Denial   | Not a Covered Service   | Administrative | General Dentistry              | D7950 |
| Preventive                  | Denial   | Not Assigned  | Administrative | General Dentistry              | D3100 |
| Oral Surgerv                | Denial   | Procedure inelible due to UTED  | Administrative | General Dentistry              | D7210 |
| Oral Surgerv                | Denial   | Exceeds the allowable amount (R&C Rate)   | Administrative | General Dentistry              | D7140 |
| Periodontics                | Denial   | Exceeds the allowable amount (R&C Rate)   | Administrative | Orthodontist                   | D4342 |
| Prosthodontics, Fixed       | Approval | Based on submitted documentation, benefits are recommended for the requested procedure.?                | Clinical       | General Dentistry              | D6740 |
| Restorative                 | Denial   | Treatment request is denied. This service is secondary to a primary treatment that has not been appor   | Clinical       | General Dentistry              | D2950 |
| Restorative                 | Denial   | Exceeds the allowable amount (R&C Rate)   | Administrative | General Dentistry              | D2392 |
| Oral Surgerv                | Denial   | Not Assigned  | Administrative | General Dentistry              | D7210 |
| Implant Services            | Denial   | Exceeds the Scheduled Rate  | Administrative | General Dentistry              | D6058 |
| Endodontics                 | Denial   | Not Assigned  | Administrative | General Dentistry              | D3330 |
| Restorative                 | Denial   | Not Assigned  | Administrative | General Dentistry              | D2930 |
| Restorative                 | Denial   | Not Assigned  | Administrative | General Dentistry              | D2335 |
| Oral Surgerv                | Denial   | Dental procedure not valid for teeth  | Administrative | Oral and Maxillofacial Surgeon | D7280 |
| Restorative                 | Denial   | Exceeds the Scheduled Rate  | Administrative | Pediatric Dentistry            | D2392 |
| Preventive                  | Denial   | Member age not within procedure norm  | Administrative | General Dentistry              | D1351 |
| Adiunctive General Services | Approval | Based on submitted documentation, benefits are recommended for the requested procedure.?                | Clinical       | Oral and Maxillofacial Surgeon | D9223 |
| Oral Surgerv                | Denial   | Exceeds the allowable amount (R&C Rate)   | Administrative | General Dentistry              | D7210 |
| Periodontics                | Denial   | Exceeds the allowable amount (R&C Rate)   | Administrative | General Dentistry              | D4241 |
| Prosthodontics, Removable   | Denial   | Benefit maximum has been reached  | Administrative | General Dentistry              | D5120 |
| Restorative                 | Approval | Based on submitted documentation, benefits are recommended for the requested procedure.?                | Clinical       | General Dentistry              | D2750 |
| Restorative                 | Denial   | Treatment request is denied. This service is secondary to a primary treatment that has not been appor   | Clinical       | General Dentistry              | D2950 |
| Restorative                 | Denial   | Exceeds the allowable amount (R&C Rate)   | Administrative | General Dentistry              | D2391 |
| Implant Services            | Approval | Based on submitted documentation, benefits are recommended for the requested procedure.?                | Clinical       | General Dentistry              | D6058 |
| Restorative                 | Denial   | Exceeds the allowable amount (R&C Rate)   | Administrative | General Dentistry              | D2391 |
| Implant Services            | Denial   | Member age not within procedure norm  | Administrative | General Dentistry              | D6056 |
| Oral Surgerv                | Denial   | Exceeds the Scheduled Rate  | Administrative | Pediatric Dentistry            | D7140 |
| Oral Surgerv                | Denial   | Exceeds the allowable amount (R&C Rate)   | Administrative | General Dentistry              | D7140 |
| Restorative                 | Denial   | Crown or onlay request is alternately approved to a filling. Records do not show 50% loss of tooth or k | Clinical       | General Dentistry              | D2740 |
| Restorative                 | Denial   | Crown or onlay request is denied. Records show this treatment appears to be for preventive reasons.     | Clinical       | General Dentistry              | D2740 |
| Restorative                 | Approval | Based on submitted documentation, benefits are recommended for the requested procedure.?                | Clinical       | General Dentistry              | D2750 |
| Oral Surgerv                | Denial   | Surgical tooth removal request is denied. Records do not meet at least one condition for medical need   | Clinical       | Oral and Maxillofacial Surgeon | D7240 |
| Prosthodontics, Fixed       | Approval | Based on submitted documentation, benefits are recommended for the requested procedure.?                | Clinical       | General Dentistry              | D6740 |
| Adiunctive General Services | Approval | Based on submitted documentation, benefits are recommended for the requested procedure.?                | Clinical       | Oral and Maxillofacial Surgeon | D9223 |
| Oral Surgerv                | Denial   | Exceeds the allowable amount (R&C Rate)   | Administrative | General Dentistry              | D7140 |
| Prosthodontics, Fixed       | Denial   | Bridge request is alternately approved to a partial denture. Records show many missing or teeth that i  | Clinical       | General Dentistry              | D6245 |
| Prosthodontics, Fixed       | Approval | Based on submitted documentation, benefits are recommended for the requested procedure.?                | Clinical       | General Dentistry              | D6245 |
| Restorative                 | Denial   | Crown or onlay request is denied. Records do not show adequate treatment for your gum and/or bone       | Clinical       | General Dentistry              | D2740 |
| Adiunctive General Services | Denial   | Decreased Dental allowable  | Administrative | Oral and Maxillofacial Surgeon | D9222 |
| Restorative                 | Denial   | Exceeds the Scheduled Rate  | Administrative | Pediatric Dentistry            | D2392 |
| Restorative                 | Denial   | Exceeds the allowable amount (R&C Rate)   | Administrative | General Dentistry              | D2393 |
| Restorative                 | Denial   | Exceeds the allowable amount (R&C Rate)   | Administrative | General Dentistry              | D2740 |
| Restorative                 | Denial   | Not Assigned  | Administrative | Orthodontist                   | D2391 |
| Preventive                  | Denial   | Member age not within procedure norm  | Administrative | General Dentistry              | D1351 |
| Restorative                 | Denial   | Benefit maximum has been reached  | Administrative | General Dentistry              | D2331 |
| Restorative                 | Denial   | Exceeds the Scheduled Rate  | Administrative | General Dentistry              | D2392 |
| Adiunctive General Services | Denial   | Heavy sedation request is denied. Records do not meet at least one condition for medical necessiv.      | Clinical       | Oral and Maxillofacial Surgeon | D9222 |
| Prosthodontics, Removable   | Denial   | Not Assigned  | Administrative | General Dentistry              | D5110 |
| Prosthodontics, Removable   | Denial   | Not Assigned  | Administrative | General Dentistry              | D5110 |
| Adiunctive General Services | Denial   | Sedation request is denied. Records do not meet at least one condition for medical necessiv.            | Clinical       | Pediatric Dentistry            | D9248 |
| Prosthodontics, Fixed       | Approval | Based on submitted documentation, benefits are recommended for the requested procedure.?                | Clinical       | General Dentistry              | D6740 |
| Implant Services            | Approval | Based on submitted documentation, benefits are recommended for the requested procedure.?                | Clinical       | Orthodontist                   | D6058 |
| Oral Surgerv                | Denial   | Not a Covered Service   | Administrative | General Dentistry              | D7210 |
| Prosthodontics, Removable   | Denial   | Exceeds the allowable amount (R&C Rate)   | Administrative | General Dentistry              | D5212 |
| Restorative                 | Denial   | Not Assigned  | Administrative | General Dentistry              | D2332 |
| Restorative                 | Denial   | Crown or onlay request is denied. Records show this treatment appears to be for preventive reasons.     | Clinical       | General Dentistry              | D2740 |
| Restorative                 | Denial   | Mixed Bag Fee Schedule Exists   | Administrative | General Dentistry              | D2392 |
| Oral Surgerv                | Denial   | Exceeds the allowable amount (R&C Rate)   | Administrative | Oral and Maxillofacial Surgeon | D7210 |
| Periodontics                | Denial   | Not Assigned  | Administrative | General Dentistry              | D4341 |
| Implant Services            | Approval | Based on submitted documentation, benefits are recommended for the requested procedure.?                | Clinical       | General Dentistry              | D6057 |
| Restorative                 | Denial   | Exceeds the Scheduled Rate  | Administrative | Pediatric Dentistry            | D2392 |
| Restorative                 | Denial   | Exceeds the Scheduled Rate  | Administrative | Pediatric Dentistry            | D2391 |
| Restorative                 | Denial   | Exceeds the Scheduled Rate  | Administrative | Pediatric Dentistry            | D2392 |
| Restorative                 | Denial   | Exceeds the allowable amount (R&C Rate)   | Administrative | General Dentistry              | D2392 |
| Restorative                 | Denial   | Not Assigned  | Administrative | Pediatric Dentistry            | D2930 |
| Restorative                 | Approval | Based on submitted documentation, benefits are recommended for the requested procedure.?                | Clinical       | General Dentistry              | D2950 |
| Restorative                 | Denial   | Not Assigned  | Administrative | General Dentistry              | D2929 |
| Prosthodontics, Removable   | Denial   | Dental procedure not valid for teeth  | Administrative | General Dentistry              | D5214 |
| Oral Surgerv                | Denial   | Exceeds the allowable amount (R&C Rate)   | Administrative | General Dentistry              | D7140 |
| Oral Surgerv                | Denial   | Not Assigned  | Administrative | General Dentistry              | D7210 |
| Periodontics                | Denial   | Exceeds the Scheduled Rate  | Administrative | General Dentistry              | D4341 |
| Preventive                  | Denial   | Member age not within procedure norm  | Administrative | General Dentistry              | D1351 |
| Restorative                 | Denial   | Crown or onlay request is denied. Records show this treatment appears to be for preventive reasons.     | Clinical       | General Dentistry              | D2740 |
| Restorative                 | Denial   | Exceeds the Scheduled Rate  | Administrative | General Dentistry              | D2391 |
| Oral Surgerv                | Denial   | Not Assigned  | Administrative | General Dentistry              | D7210 |
| Restorative                 | Denial   | Exceeds the allowable amount (R&C Rate)   | Administrative | General Dentistry              | D2392 |
| Oral Surgerv                | Approval | Based on submitted documentation, benefits are recommended for the requested procedure.?                | Clinical       | General Dentistry              | D7240 |
| Oral Surgerv                | Approval | Based on submitted documentation, benefits are recommended for the requested procedure.?                | Clinical       | Oral and Maxillofacial Surgeon | D7240 |
| Preventive                  | Denial   | Exceeds the allowable amount (R&C Rate)   | Administrative | General Dentistry              | D1351 |
| Adiunctive General Services | Denial   | Heavy sedation request is denied. Records do not meet at least one condition for medical necessiv.      | Clinical       | Oral and Maxillofacial Surgeon | D9222 |
| Preventive                  | Denial   | Not Assigned  | Administrative | General Dentistry              | D1110 |
| Periodontics                | Denial   | Exceeds the allowable amount (R&C Rate)   | Administrative | General Dentistry              | D4341 |
| Restorative                 | Approval | Based on submitted documentation, benefits are recommended for the requested procedure.?                | Clinical       | General Dentistry              | D2740 |
| Periodontics                | Denial   | Not Assigned  | Administrative | General Dentistry              | D4910 |
| Diagnostic                  | Denial   | Not Assigned  | Administrative | General Dentistry              | D0120 |
| Adiunctive General Services | Approval | Based on submitted documentation, benefits are recommended for the requested procedure.?                | Clinical       | Oral and Maxillofacial Surgeon | D9223 |
| Adiunctive General Services | Denial   | Heavy sedation request is denied. Records do not meet at least one condition for medical necessiv.      | Clinical       | Oral and Maxillofacial Surgeon | D9223 |
| Restorative                 | Denial   | Exceeds the allowable amount (R&C Rate)   | Administrative | General Dentistry              | D2335 |
| Restorative                 | Denial   | Exceeds the allowable amount (R&C Rate)   | Administrative | General Dentistry              | D2392 |
| Oral Surgerv                | Approval | Based on submitted documentation, benefits are recommended for the requested procedure.?                | Clinical       | Oral and Maxillofacial Surgeon | D7240 |
| Adiunctive General Services | Denial   | Moderate IV sedation request is denied. Records do not meet at least one condition for medical need     | Clinical       | General Dentistry              | D9243 |
| Restorative                 | Denial   | Crown or onlay request is alternately approved to a filling. Records do not show 50% loss of tooth or k | Clinical       | General Dentistry              | D2740 |
| Restorative                 | Denial   | Exceeds the allowable amount (R&C Rate)   | Administrative | General Dentistry              | D2335 |
| Implant Services            | Denial   | Exceeds the allowable amount (R&C Rate)   | Administrative | General Dentistry              | D6065 |
| Restorative                 | Denial   | Treatment request is denied. This service is secondary to a primary treatment that has not been appor   | Clinical       | General Dentistry              | D2950 |
| Prosthodontics, Fixed       | Denial   | Treatment request is denied. This treatment is considered to be inclusive with the primary treatment a  | Clinical       | General Dentistry              | D6245 |
| Oral Surgerv                | Denial   | Not Assigned  | Administrative | General Dentistry              | D7210 |
| Orthodontics                | Denial   | Member age not within procedure norm  | Administrative | Orthodontist                   | D8090 |
| Periodontics                | Denial   | Not Assigned  | Administrative | General Dentistry              | D4341 |
| Restorative                 | Approval | Based on submitted documentation, benefits are recommended for the requested procedure.?                | Clinical       | General Dentistry              | D2740 |
| Oral Surgerv                | Denial   | Procedure inelible due to UTED  | Administrative | General Dentistry              | D7210 |
| Restorative                 | Denial   | Exceeds the Scheduled Rate  | Administrative | General Dentistry              | D2391 |
| Adiunctive General Services | Denial   | Decreased Dental allowable  | Administrative | Pediatric Dentistry            | D9248 |
| Periodontics                | Denial   | Exceeds the Scheduled Rate  | Administrative | Periodontist                   | D4241 |
| Restorative                 | Approval | Based on submitted documentation, benefits are recommended for the requested procedure.?                | Clinical       | General Dentistry              | D2750 |
| Adiunctive General Services | Denial   | Moderate IV sedation request is denied. Records do not meet at least one condition for medical need     | Clinical       | General Dentistry              | D9243 |
| Restorative                 | Approval | Based on submitted documentation, benefits are recommended for the requested procedure.?                | Clinical       | General Dentistry              | D2740 |
| Implant Services            | Denial   | Exceeds the Scheduled Rate  | Administrative | Oral and Maxillofacial Surgeon | D6010 |
| Adiunctive General Services | Approval | Based on submitted documentation, benefits are recommended for the requested procedure.?                | Clinical       | Oral and Maxillofacial Surgeon | D9223 |
| Adiunctive General Services | Approval | Based on submitted documentation, benefits are recommended for the requested procedure.?                | Clinical       | Oral and Maxillofacial Surgeon | D9223 |
| Adiunctive General Services | Denial   | Nitrous oxide request is denied. This is included as part of your other anesthesia services.            | Clinical       | General Dentistry              | D9230 |
| Oral Surgerv                | Denial   | Not a Covered Service   | Administrative | Oral and Maxillofacial Surgeon | D7921 |
| Oral Surgerv                | Denial   | Not a Covered Service   | Administrative | Oral and Maxillofacial Surgeon | D7921 |
| Implant Services            | Denial   | Exceeds the allowable amount (R&C Rate)   | Administrative | General Dentistry              | D6065 |
| Restorative                 | Denial   | Exceeds the Scheduled Rate  | Administrative | General Dentistry              | D2393 |
| Preventive                  | Denial   | Exceeds the allowable amount (R&C Rate)   | Administrative | General Dentistry              | D1351 |
| Restorative                 | Denial   | Exceeds the Scheduled Rate  | Administrative | General Dentistry              | D2392 |
| Implant Services            | Approval | Based on submitted documentation, benefits are recommended for the requested procedure.?                | Clinical       | Orthodontist                   | D6010 |
| Oral Surgerv                | Denial   | Exceeds the allowable amount (R&C Rate)   | Administrative | General Dentistry              | D7210 |
| Restorative                 | Approval | Based on submitted documentation, benefits are recommended for the requested procedure.?                | Clinical       | General Dentistry              | D2740 |
| Oral Surgerv                | Denial   | Exceeds the allowable amount (R&C Rate)   | Administrative | Oral and Maxillofacial Surgeon | D7210 |
| Adiunctive General Services | Denial   | Heavy sedation request is denied. Records do not meet at least one condition for medical necessiv.      | Clinical       | Oral and Maxillofacial Surgeon | D9223 |
| Oral Surgerv                | Denial   | Not Assigned  | Administrative | General Dentistry              | D7140 |
| Restorative                 | Denial   | Exceeds the allowable amount (R&C Rate)   | Administrative | General Dentistry              | D2393 |
| Restorative                 | Denial   | Request is denied. Records did not include pre-treatment x-rays.  | Clinical       | General Dentistry              | D2950 |

|                             |          |  |                |                                |       |
|-----------------------------|----------|--|----------------|--------------------------------|-------|
| Restorative                 | Denial   | Exceeds the allowable amount (R&C Rate)  | Administrative | General Dentistry              | D2393 |
| Restorative                 | Approval | Based on submitted documentation, benefits are recommended for the requested procedure.?               | Clinical       | General Dentistry              | D2740 |
| Oral Surgerv                | Denial   | Benefit maximum has been reached   | Administrative | General Dentistry              | D7140 |
| Restorative                 | Denial   | Exceeds the allowable amount (R&C Rate)  | Administrative | General Dentistry              | D2392 |
| Prosthodontics, Fixed       | Denial   | Exceeds the allowable amount (R&C Rate)  | Administrative | General Dentistry              | D6740 |
| Adjunctive General Services | Denial   | Decreased Dental allowable   | Administrative | Oral and Maxillofacial Surgeon | D6243 |
| Prosthodontics, Fixed       | Approval | Based on submitted documentation, benefits are recommended for the requested procedure.?               | Clinical       | General Dentistry              | D6245 |
| Oral Surgerv                | Denial   | Benefit maximum has been reached   | Administrative | General Dentistry              | D7140 |
| Periodontics                | Denial   | Not Assigned   | Administrative | General Dentistry              | D4341 |
| Restorative                 | Denial   | Not Assigned   | Administrative | General Dentistry              | D2934 |
| Oral Surgerv                | Denial   | Exceeds the allowable amount (R&C Rate)  | Administrative | General Dentistry              | D7140 |
| Restorative                 | Denial   | Crown or onlay request is alternately approved to a filling. Records do not show 50% loss of tooth or  | Clinical       | General Dentistry              | D2740 |
| Restorative                 | Denial   | Not Assigned   | Administrative | General Dentistry              | D2335 |
| Prosthodontics, Fixed       | Denial   | Bridge request is alternately approved to a partial denture. Records show many missing or teeth that   | Clinical       | General Dentistry              | D6242 |
| Adjunctive General Services | Approval | Based on submitted documentation, benefits are recommended for the requested procedure.?               | Clinical       | Oral and Maxillofacial Surgeon | D9223 |
| Oral Surgerv                | Denial   | Exceeds Service Amount   | Administrative | Oral and Maxillofacial Surgeon | D7921 |
| Restorative                 | Denial   | Exceeds the allowable amount (R&C Rate)  | Administrative | General Dentistry              | D2335 |
| Adjunctive General Services | Denial   | Moderate IV sedation request is denied. Records do not meet at least one condition for medical neces   | Clinical       | General Dentistry              | D9243 |
| Restorative                 | Denial   | Exceeds the Scheduled Rate   | Administrative | General Dentistry              | D2950 |
| Periodontics                | Denial   | Exceeds the allowable amount (R&C Rate)  | Administrative | General Dentistry              | D4341 |
| Oral Surgerv                | Denial   | Not a Covered Service  | Administrative | Oral and Maxillofacial Surgeon | D7950 |
| Periodontics                | Denial   | Not Assigned   | Administrative | General Dentistry              | D4341 |
| Oral Surgerv                | Denial   | Not Assigned   | Administrative | General Dentistry              | D7240 |
| Oral Surgerv                | Denial   | Extraction request is alternately approved to different code. X-rays do not support the code requested | Clinical       | Oral and Maxillofacial Surgeon | D7240 |
| Restorative                 | Denial   | Not Assigned   | Administrative | General Dentistry              | D2934 |
| Prosthodontics, Removable   | Denial   | Benefit maximum has been reached   | Administrative | Orthodontist                   | D5120 |
| Adjunctive General Services | Denial   | Nitrous oxide request is denied. Records do not meet at least one condition for medical necessiv.      | Clinical       | General Dentistry              | D9230 |
| Oral Surgerv                | Denial   | Extraction request is alternately approved to different code. X-rays do not support the code requested | Clinical       | Oral and Maxillofacial Surgeon | D7240 |
| Restorative                 | Denial   | Exceeds the allowable amount (R&C Rate)  | Administrative | General Dentistry              | D2392 |
| Restorative                 | Denial   | Exceeds the allowable amount (R&C Rate)  | Administrative | General Dentistry              | D2391 |
| Restorative                 | Denial   | Based on submitted documentation, benefits are recommended for the requested procedure.?               | Clinical       | General Dentistry              | D2740 |
| Restorative                 | Denial   | Exceeds the Scheduled Rate   | Administrative | General Dentistry              | D2392 |
| Oral Surgerv                | Approval | Based on submitted documentation, benefits are recommended for the requested procedure.?               | Clinical       | Oral and Maxillofacial Surgeon | D7240 |
| Oral Surgerv                | Denial   | Not Assigned   | Administrative | Pediatric Dentistry            | D7140 |
| Oral Surgerv                | Denial   | Benefit maximum has been reached   | Administrative | General Dentistry              | D7140 |
| Adjunctive General Services | Denial   | Moderate IV sedation request is denied. Records do not meet at least one condition for medical neces   | Clinical       | General Dentistry              | D9243 |
| Restorative                 | Denial   | Not Assigned   | Administrative | General Dentistry              | D2930 |
| Oral Surgerv                | Denial   | Extraction request is alternately approved to different code. X-rays do not support the code requested | Clinical       | Oral and Maxillofacial Surgeon | D7240 |
| Restorative                 | Denial   | Exceeds the Scheduled Rate   | Administrative | Pediatric Dentistry            | D2392 |
| Restorative                 | Approval | Based on submitted documentation, benefits are recommended for the requested procedure.?               | Administrative | General Dentistry              | D2392 |
| Restorative                 | Denial   | Exceeds the allowable amount (R&C Rate)  | Clinical       | General Dentistry              | D2392 |
| Restorative                 | Denial   | Exceeds the Scheduled Rate   | Administrative | General Dentistry              | D2950 |
| Adjunctive General Services | Denial   | Decreased Dental allowable   | Administrative | Pediatric Dentistry            | D9230 |
| Implant Services            | Denial   | Exceeds the Scheduled Rate   | Administrative | General Dentistry              | D6056 |
| Oral Surgerv                | Denial   | Exceeds the Scheduled Rate   | Administrative | Oral and Maxillofacial Surgeon | D7210 |
| Restorative                 | Denial   | Not Assigned   | Administrative | General Dentistry              | D2330 |
| Adjunctive General Services | Denial   | Nitrous oxide request is denied. Records do not meet at least one condition for medical necessiv.      | Clinical       | General Dentistry              | D9230 |
| Restorative                 | Approval | Based on submitted documentation, benefits are recommended for the requested procedure.?               | Clinical       | General Dentistry              | D2740 |
| Restorative                 | Denial   | Exceeds the allowable amount (R&C Rate)  | Administrative | General Dentistry              | D1110 |
| Restorative                 | Approval | Based on submitted documentation, benefits are recommended for the requested procedure.?               | Clinical       | General Dentistry              | D2740 |
| Oral Surgerv                | Denial   | Exceeds the allowable amount (R&C Rate)  | Administrative | General Dentistry              | D7297 |
| Periodontics                | Denial   | Treatment request is denied. Coverage is once for every 2 teeth side by side. This was already appro   | Clinical       | General Dentistry              | D4285 |
| Periodontics                | Approval | Based on submitted documentation, benefits are recommended for the requested procedure.?               | Clinical       | General Dentistry              | D4275 |
| Adjunctive General Services | Denial   | Heavy sedation request is denied. Records do not meet at least one condition for medical necessiv.     | Clinical       | Oral and Maxillofacial Surgeon | D9223 |
| Oral Surgerv                | Denial   | Exceeds the Scheduled Rate   | Administrative | General Dentistry              | D7210 |
| Restorative                 | Denial   | Exceeds the allowable amount (R&C Rate)  | Administrative | General Dentistry              | D2740 |
| Oral Surgerv                | Denial   | Exceeds the allowable amount (R&C Rate)  | Administrative | General Dentistry              | D7140 |
| Restorative                 | Denial   | Crown or onlay request is alternately approved to a filling. Records do not show 50% loss of tooth or  | Clinical       | General Dentistry              | D2740 |
| Oral Surgerv                | Denial   | Not a Covered Service  | Administrative | Oral and Maxillofacial Surgeon | D7921 |
| Prosthodontics, Fixed       | Approval | Based on submitted documentation, benefits are recommended for the requested procedure.?               | Clinical       | General Dentistry              | D6245 |
| Restorative                 | Denial   | Exceeds the allowable amount (R&C Rate)  | Administrative | General Dentistry              | D2740 |
| Oral Surgerv                | Denial   | Extraction request is alternately approved to different code. X-rays do not support the code requested | Clinical       | Oral and Maxillofacial Surgeon | D7240 |
| Restorative                 | Approval | Based on submitted documentation, benefits are recommended for the requested procedure.?               | Clinical       | General Dentistry              | D2950 |
| Restorative                 | Approval | Based on submitted documentation, benefits are recommended for the requested procedure.?               | Clinical       | General Dentistry              | D2740 |
| Restorative                 | Denial   | Exceeds the allowable amount (R&C Rate)  | Administrative | General Dentistry              | D2392 |
| Implant Services            | Denial   | Not a Covered Service  | Administrative | General Dentistry              | D9240 |
| Adjunctive General Services | Denial   | Moderate IV sedation request is denied. Records do not meet at least one condition for medical neces   | Clinical       | General Dentistry              | D9239 |
| Restorative                 | Denial   | Exceeds the allowable amount (R&C Rate)  | Administrative | General Dentistry              | D9910 |
| Oral Surgerv                | Denial   | Extraction request is alternately approved to different code. X-rays do not support the code requested | Administrative | General Dentistry              | D2392 |
| Oral Surgerv                | Denial   | Exceeds the Scheduled Rate   | Clinical       | Oral and Maxillofacial Surgeon | D7240 |
| Restorative                 | Denial   | Crown or onlay request is alternately approved to a filling. Records do not show 50% loss of tooth or  | Clinical       | General Dentistry              | D7140 |
| Periodontics                | Denial   | Not Assigned   | Administrative | General Dentistry              | D4341 |
| Oral Surgerv                | Denial   | Procedure inelible due to UTED   | Administrative | General Dentistry              | D7140 |
| Oral Surgerv                | Denial   | Benefit maximum has been reached   | Administrative | General Dentistry              | D7140 |
| Adjunctive General Services | Denial   | Moderate IV sedation request is denied. Records do not meet at least one condition for medical neces   | Clinical       | General Dentistry              | D9239 |
| Oral Surgerv                | Denial   | Exceeds the allowable amount (R&C Rate)  | Administrative | General Dentistry              | D7210 |
| Diagnostic                  | Denial   | Claim was not submitted within time  | Administrative | General Dentistry              | D0150 |
| Adjunctive General Services | Denial   | Exceeds the Scheduled Rate   | Administrative | Pediatric Dentistry            | D9248 |
| Oral Surgerv                | Denial   | Exceeds Service Amount   | Administrative | Oral and Maxillofacial Surgeon | D7921 |
| Restorative                 | Denial   | Exceeds the allowable amount (R&C Rate)  | Administrative | General Dentistry              | D2392 |
| Adjunctive General Services | Denial   | Not Assigned   | Administrative | General Dentistry              | D9910 |
| Oral Surgerv                | Denial   | Exceeds the allowable amount (R&C Rate)  | Administrative | General Dentistry              | D7140 |
| Restorative                 | Denial   | Not Assigned   | Administrative | General Dentistry              | D2934 |
| Adjunctive General Services | Denial   | Sedation request is denied. Records do not meet at least one condition for medical necessiv.           | Clinical       | General Dentistry              | D9248 |
| Prosthodontics, Removable   | Denial   | Exceeds the allowable amount (R&C Rate)  | Administrative | General Dentistry              | D5110 |
| Prosthodontics, Fixed       | Approval | Based on submitted documentation, benefits are recommended for the requested procedure.?               | Clinical       | General Dentistry              | D6740 |
| Restorative                 | Denial   | Replacement crown, onlay or veneer is denied. Records do not show a cavity or fracture affecting the   | Clinical       | General Dentistry              | D2740 |
| Prosthodontics, Fixed       | Approval | Based on submitted documentation, benefits are recommended for the requested procedure.?               | Clinical       | General Dentistry              | D6740 |
| Oral Surgerv                | Denial   | Exceeds the Scheduled Rate   | Administrative | General Dentistry              | D7140 |
| Diagnostic                  | Denial   | Not a Covered Service  | Administrative | General Dentistry              | D2392 |
| Restorative                 | Denial   | Benefit maximum has been reached   | Administrative | General Dentistry              | D2331 |
| Oral Surgerv                | Denial   | Exceeds the allowable amount (R&C Rate)  | Administrative | General Dentistry              | D7140 |
| Restorative                 | Denial   | Not Assigned   | Administrative | Orthodontist                   | D2392 |
| Implant Services            | Approval | Based on submitted documentation, benefits are recommended for the requested procedure.?               | Clinical       | Orthodontist                   | D6058 |
| Restorative                 | Denial   | Not Assigned   | Administrative | General Dentistry              | D2930 |
| Diagnostic                  | Denial   | Exceeds the allowable amount (R&C Rate)  | Administrative | General Dentistry              | D0220 |
| Implant Services            | Denial   | Exceeds the Scheduled Rate   | Administrative | Oral and Maxillofacial Surgeon | D6010 |
| Preventive                  | Denial   | Member age not within procedure norm   | Administrative | General Dentistry              | D1351 |
| Oral Surgerv                | Denial   | Exceeds the allowable amount (R&C Rate)  | Administrative | General Dentistry              | D7210 |
| Restorative                 | Denial   | Buildup request is denied. Records do not show a very large loss of tooth structure and not enough     | Clinical       | General Dentistry              | D2950 |
| Restorative                 | Approval | Based on submitted documentation, benefits are recommended for the requested procedure.?               | Clinical       | General Dentistry              | D2740 |
| Oral Surgerv                | Denial   | Procedure inelible due to UTED   | Administrative | General Dentistry              | D7210 |
| Oral Surgerv                | Denial   | Exceeds Service Amount   | Administrative | Oral and Maxillofacial Surgeon | D7921 |
| Restorative                 | Denial   | Buildup request is denied. Records do not show a very large loss of tooth structure and not enough     | Clinical       | General Dentistry              | D2950 |
| Prosthodontics, Removable   | Denial   | Exceeds the allowable amount (R&C Rate)  | Administrative | General Dentistry              | D5110 |
| Restorative                 | Approval | Based on submitted documentation, benefits are recommended for the requested procedure.?               | Clinical       | General Dentistry              | D2950 |
| Oral Surgerv                | Denial   | Exceeds the allowable amount (R&C Rate)  | Administrative | General Dentistry              | D7140 |
| Oral Surgerv                | Denial   | Exceeds the Scheduled Rate   | Administrative | Periodontist                   | D7961 |
| Oral Surgerv                | Denial   | Exceeds the allowable amount (R&C Rate)  | Administrative | General Dentistry              | D7140 |
| Restorative                 | Approval | Based on submitted documentation, benefits are recommended for the requested procedure.?               | Clinical       | General Dentistry              | D2740 |
| Restorative                 | Denial   | Exceeds the Scheduled Rate   | Administrative | Pediatric Dentistry            | D2392 |
| Restorative                 | Denial   | Treatment request is denied. This service is secondary to a primary treatment that has not been appro  | Clinical       | General Dentistry              | D2950 |
| Periodontics                | Denial   | Not a Covered Service  | Administrative | General Dentistry              | D4341 |
| Restorative                 | Approval | Based on submitted documentation, benefits are recommended for the requested procedure.?               | Clinical       | General Dentistry              | D2740 |
| Restorative                 | Approval | Based on submitted documentation, benefits are recommended for the requested procedure.?               | Clinical       | General Dentistry              | D2740 |
| Orthodontics                | Denial   | Benefit maximum has been reached   | Administrative | General Dentistry              | D8090 |
| Oral Surgerv                | Denial   | Exceeds the Scheduled Rate   | Administrative | General Dentistry              | D7140 |
| Periodontics                | Denial   | Not a Covered Service  | Administrative | General Dentistry              | D4921 |
| Oral Surgerv                | Denial   | Procedure inelible due to UTED   | Administrative | General Dentistry              | D7210 |
| Implant Services            | Approval | Based on submitted documentation, benefits are recommended for the requested procedure.?               | Clinical       | General Dentistry              | D6010 |
| Oral Surgerv                | Denial   | Exceeds the Scheduled Rate   | Administrative | General Dentistry              | D7140 |
| Restorative                 | Denial   | Procedure inelible due to UTED   | Administrative | General Dentistry              | D2950 |
| Restorative                 | Denial   | Exceeds the allowable amount (R&C Rate)  | Administrative | General Dentistry              | D2740 |
| Restorative                 | Denial   | Not Assigned   | Administrative | General Dentistry              | D2929 |
| Restorative                 | Denial   | Exceeds the Scheduled Rate   | Administrative | Pediatric Dentistry            | D2392 |
| Oral Surgerv                | Denial   | Procedure inelible due to UTED   | Administrative | General Dentistry              | D7210 |
| Restorative                 | Denial   | Exceeds the Scheduled Rate   | Administrative | General Dentistry              | D2740 |
| Oral Surgerv                | Denial   | Exceeds the allowable amount (R&C Rate)  | Administrative | General Dentistry              | D7140 |
| Restorative                 | Denial   | Exceeds the allowable amount (R&C Rate)  | Administrative | General Dentistry              | D2392 |

|                             |          |  |                |                                |       |
|-----------------------------|----------|--|----------------|--------------------------------|-------|
| Restorative                 | Denial   | Not Assigned   | Administrative | General Dentistry              | D2335 |
| Restorative                 | Denial   | Buildup request is denied. Records do not show a very large loss of tooth structure and not enough to        | Clinical       | General Dentistry              | D2950 |
| Restorative                 | Denial   | Not Assigned   | Administrative | General Dentistry              | D2930 |
| Implant Services            | Denial   | Exceeds the Scheduled Rate   | Administrative | Oral and Maxillofacial Surgeon | D6010 |
| Periodontics                | Denial   | Not Assigned   | Administrative | General Dentistry              | D4341 |
| Oral Surgerv                | Denial   | Surgical tooth removal request is denied. Records do not meet at least one condition for medical necessity   | Clinical       | Oral and Maxillofacial Surgeon | D7340 |
| Restorative                 | Denial   | Exceeds the allowable amount (R&C Rate)  | Administrative | General Dentistry              | D2391 |
| Restorative                 | Denial   | Replacement crown, onlay or veneer is denied. Records do not show a cavity or fracture affecting the         | Clinical       | General Dentistry              | D2740 |
| Prosthodontics, Fixed       | Approval | Based on submitted documentation, benefits are recommended for the requested procedure.?                     | Clinical       | General Dentistry              | D6245 |
| Restorative                 | Denial   | Treatment request is denied. This service is secondary to a primary treatment that has not been approved     | Clinical       | General Dentistry              | D2950 |
| Adjunctive General Services | Denial   | Nitrous oxide request is denied. Records do not meet at least one condition for medical necessity.           | Clinical       | General Dentistry              | D9230 |
| Restorative                 | Denial   | Exceeds the allowable amount (R&C Rate)  | Administrative | General Dentistry              | D2392 |
| Implant Services            | Denial   | Not a Covered Service  | Administrative | General Dentistry              | D6104 |
| Oral Surgerv                | Denial   | Exceeds the allowable amount (R&C Rate)  | Administrative | General Dentistry              | D7297 |
| Adjunctive General Services | Denial   | Heavy sedation request is denied. Records do not meet at least one condition for medical necessity.          | Clinical       | Oral and Maxillofacial Surgeon | D9222 |
| Prosthodontics, Fixed       | Denial   | Retainer crown is alternately approved to a single crown. This is because a partial denture was approved     | Clinical       | General Dentistry              | D6740 |
| Adjunctive General Services | Denial   | Nitrous oxide request is denied. Records do not meet at least one condition for medical necessity.           | Clinical       | Oral and Maxillofacial Surgeon | D9230 |
| Oral Surgerv                | Denial   | Procedure inelible due to UTED   | Administrative | General Dentistry              | D7210 |
| Implant Services            | Approval | Based on submitted documentation, benefits are recommended for the requested procedure.?                     | Clinical       | Orthodontist                   | D6057 |
| Oral Surgerv                | Denial   | Exceeds the Scheduled Rate   | Administrative | Oral and Maxillofacial Surgeon | D7111 |
| Restorative                 | Denial   | Crown or onlay request is denied. Records show this treatment appears to be for preventive reasons.          | Clinical       | General Dentistry              | D2740 |
| Prosthodontics, Fixed       | Denial   | Retainer request is denied. It is only needed to support the bridge. The bridge is not covered by your crown | Clinical       | General Dentistry              | D6740 |
| Oral Surgerv                | Denial   | Exceeds the allowable amount (R&C Rate)  | Administrative | General Dentistry              | D7140 |
| Adjunctive General Services | Denial   | Nitrous oxide request is denied. Records do not meet at least one condition for medical necessity.           | Clinical       | Pediatric Dentistry            | D9230 |
| Restorative                 | Approval | Based on submitted documentation, benefits are recommended for the requested procedure.?                     | Clinical       | General Dentistry              | D2740 |
| Prosthodontics, Fixed       | Denial   | Bridge request is alternately approved to a partial denture. Records show many missing or teeth that are     | Clinical       | General Dentistry              | D6245 |
| Oral Surgerv                | Approval | Based on submitted documentation, benefits are recommended for the requested procedure.?                     | Clinical       | Oral and Maxillofacial Surgeon | D7230 |
| Diaonostic                  | Denial   | Not Assigned   | Administrative | General Dentistry              | D0120 |
| Oral Surgerv                | Denial   | Exceeds the allowable amount (R&C Rate)  | Administrative | General Dentistry              | D7210 |
| Oral Surgerv                | Denial   | Not a Covered Service  | Administrative | Oral and Maxillofacial Surgeon | D7921 |
| Restorative                 | Denial   | Treatment request is denied. This service is secondary to a primary treatment that has not been approved     | Clinical       | General Dentistry              | D2950 |
| Oral Surgerv                | Denial   | Exceeds the Scheduled Rate   | Administrative | General Dentistry              | D7140 |
| Preventive                  | Denial   | Member age not within procedure norm   | Administrative | General Dentistry              | D1351 |
| Endodontics                 | Denial   | Exceeds the allowable amount (R&C Rate)  | Administrative | General Dentistry              | D3320 |
| Prosthodontics, Removable   | Denial   | Not Assigned   | Administrative | General Dentistry              | D5110 |
| Prosthodontics, Fixed       | Denial   | Treatment request is denied. This treatment is considered to be inclusive with the primary treatment a       | Clinical       | General Dentistry              | D6242 |
| Restorative                 | Denial   | Exceeds the allowable amount (R&C Rate)  | Administrative | General Dentistry              | D2393 |
| Oral Surgerv                | Denial   | Benefit maximum has been reached   | Administrative | General Dentistry              | D7140 |
| Endodontics                 | Denial   | Not Assigned   | Administrative | General Dentistry              | D3330 |
| Adjunctive General Services | Denial   | Heavy sedation request is denied. Records do not meet at least one condition for medical necessity.          | Clinical       | Oral and Maxillofacial Surgeon | D9223 |
| Periodontics                | Denial   | Exceeds the Scheduled Rate   | Administrative | Periodontist                   | D4211 |
| Oral Surgerv                | Denial   | Exceeds the allowable amount (R&C Rate)  | Administrative | General Dentistry              | D7140 |
| Restorative                 | Denial   | Exceeds the allowable amount (R&C Rate)  | Administrative | General Dentistry              | D2140 |
| Restorative                 | Denial   | Not Assigned   | Administrative | General Dentistry              | D2934 |
| Diaonostic                  | Denial   | Exceeds the allowable amount (R&C Rate)  | Administrative | General Dentistry              | D0220 |
| Oral Surgerv                | Denial   | Exceeds the allowable amount (R&C Rate)  | Administrative | General Dentistry              | D7297 |
| Periodontics                | Denial   | Mixed Bait Fee Schedule Exists   | Administrative | General Dentistry              | D4910 |
| Preventive                  | Denial   | Member age not within procedure norm   | Administrative | General Dentistry              | D1351 |
| Restorative                 | Approval | Based on submitted documentation, benefits are recommended for the requested procedure.?                     | Clinical       | General Dentistry              | D2740 |
| Oral Surgerv                | Denial   | Your treatment request for this bone graft has been denied. Radiograph does not document a bony d            | Clinical       | Oral and Maxillofacial Surgeon | D7953 |
| Oral Surgerv                | Approval | Based on submitted documentation, benefits are recommended for the requested procedure.?                     | Clinical       | Oral and Maxillofacial Surgeon | D7220 |
| Oral Surgerv                | Denial   | Exceeds the Scheduled Rate   | Administrative | Pediatric Dentistry            | D7140 |
| Prosthodontics, Fixed       | Approval | Based on submitted documentation, benefits are recommended for the requested procedure.?                     | Clinical       | General Dentistry              | D6240 |
| Restorative                 | Denial   | Not Assigned   | Administrative | General Dentistry              | D2330 |
| Restorative                 | Denial   | Exceeds the allowable amount (R&C Rate)  | Administrative | Pediatric Dentistry            | D2930 |
| Restorative                 | Denial   | Exceeds the allowable amount (R&C Rate)  | Administrative | General Dentistry              | D2393 |
| Oral Surgerv                | Denial   | Exceeds the allowable amount (R&C Rate)  | Administrative | General Dentistry              | D7140 |
| Oral Surgerv                | Denial   | Exceeds the Scheduled Rate   | Administrative | Oral and Maxillofacial Surgeon | D7210 |
| Oral Surgerv                | Denial   | Exceeds the allowable amount (R&C Rate)  | Administrative | General Dentistry              | D7210 |
| Periodontics                | Denial   | Not Assigned   | Administrative | General Dentistry              | D4341 |
| Implant Services            | Approval | Based on submitted documentation, benefits are recommended for the requested procedure.?                     | Clinical       | Orthodontist                   | D6058 |
| Adjunctive General Services | Denial   | Heavy sedation request is denied. Records do not meet at least one condition for medical necessity.          | Clinical       | Oral and Maxillofacial Surgeon | D9222 |
| Restorative                 | Denial   | Exceeds the allowable amount (R&C Rate)  | Administrative | General Dentistry              | D2331 |
| Adjunctive General Services | Denial   | Moderate IV sedation request is denied. Records do not meet at least one condition for medical necessity     | Clinical       | General Dentistry              | D9243 |
| Restorative                 | Denial   | Crown or onlay request is alternately approved to a filling. Records do not show 50% loss of tooth or i      | Clinical       | General Dentistry              | D2740 |
| Restorative                 | Denial   | Exceeds the allowable amount (R&C Rate)  | Administrative | General Dentistry              | D2391 |
| Oral Surgerv                | Denial   | Dental procedure not valid for teeth   | Administrative | Oral and Maxillofacial Surgeon | D7280 |
| Adjunctive General Services | Denial   | Sedation request is denied. Records do not meet at least one condition for medical necessity.                | Clinical       | Pediatric Dentistry            | D9248 |
| Preventive                  | Denial   | Member age not within procedure norm   | Administrative | General Dentistry              | D1351 |
| Restorative                 | Denial   | Exceeds the allowable amount (R&C Rate)  | Administrative | General Dentistry              | D2392 |
| Restorative                 | Denial   | Crown or onlay request is alternately approved to a filling. Records do not show 50% loss of tooth or i      | Clinical       | General Dentistry              | D2740 |
| Periodontics                | Denial   | Exceeds the Scheduled Rate   | Administrative | General Dentistry              | D4341 |
| Oral Surgerv                | Denial   | Treatment request is denied. Records show the tooth planned for treatment is missing. Services can           | Clinical       | Oral and Maxillofacial Surgeon | D7240 |
| Adjunctive General Services | Denial   | Heavy sedation request is denied. Records do not meet at least one condition for medical necessity.          | Clinical       | Oral and Maxillofacial Surgeon | D9223 |
| Restorative                 | Denial   | Exceeds the Scheduled Rate   | Administrative | General Dentistry              | D2391 |
| Restorative                 | Denial   | Procedure inelible due to UTED   | Administrative | General Dentistry              | D2740 |
| Restorative                 | Denial   | Decreased Dental allowable   | Administrative | General Dentistry              | D2950 |
| Implant Services            | Denial   | Not a Covered Service  | Administrative | General Dentistry              | D6056 |
| Adjunctive General Services | Approval | Based on submitted documentation, benefits are recommended for the requested procedure.?                     | Clinical       | General Dentistry              | D9248 |
| Oral Surgerv                | Denial   | Exceeds the allowable amount (R&C Rate)  | Administrative | General Dentistry              | D7140 |
| Oral Surgerv                | Approval | Based on submitted documentation, benefits are recommended for the requested procedure.?                     | Clinical       | Oral and Maxillofacial Surgeon | D7240 |
| Adjunctive General Services | Denial   | Not a Covered Service  | Administrative | Oral and Maxillofacial Surgeon | D9999 |
| Restorative                 | Denial   | Buildup request is denied. Records do not show a very large loss of tooth structure and not enough to        | Clinical       | General Dentistry              | D2950 |
| Oral Surgerv                | Denial   | Not Assigned   | Administrative | General Dentistry              | D7320 |
| Restorative                 | Denial   | Exceeds the allowable amount (R&C Rate)  | Administrative | General Dentistry              | D2392 |
| Restorative                 | Denial   | Crown or onlay request is denied. Records show this treatment appears to be for preventive reasons.          | Clinical       | General Dentistry              | D2740 |
| Periodontics                | Denial   | Not a Covered Service  | Administrative | General Dentistry              | D4921 |