



1874 DENTAL SERVICES	
Chapter: Services for Children, Youth and Families	Section: Direct and Purchased Services
 <p>New Hampshire Division for Children, Youth and Families Policy Manual Policy Directive: 18-14 Effective Date: April 2018 Scheduled Review Date:</p>	<p>Approved:</p>  Joseph E. Ribsam, Jr., DCYF Director
Related Statute(s): RSA 126-A , RSA 169-B , RSA 169-C , RSA 169-D , RSA 170-G , RSA 170-H , and RSA 317-A Related Admin Rule(s): He-C 6348 Related Federal Regulation(s):	Related Form(s): FORM 1869 Bridges' Screen(s) and Attachment(s):

Everyone needs and deserves a life of well-being. DCYF believes that various entities within the Department must work collaboratively to ensure that the well-being needs of children and youth involved with the Division are met in a timely manner. This policy outlines the respective roles of the CPSW/JPPO, Supervisor, and Fiscal Specialist in securing essential dental services for children and youth involved with the Division through an open case.

Purpose

To define the purchased service specifications for dental services for children/youth in the custody or guardianship of DCYF, or who may be otherwise involved with the Division through special circumstance as outlined in RSA 169-B, RSA 169-C, and/or RSA 169-D.

Definitions

"CPSW" or **"Child Protective Service Worker"** means an employee of DCYF who is authorized by the Division to perform functions of the job classification Child Protective Service Worker.

"DCYF" or the **"Division"** means the Department of Health and Human Services' Division for Children, Youth and Families.

"Dental Services" means preventive or remedial dental care, necessary to the health or well-being of children/youth.

"JPPO" or **"Juvenile Probation and Parole Officer"** means an employee of DCYF who is authorized by the Division to perform functions of the job classification Juvenile Probation and Parole Officer.

"Service Population" means children/youth age birth through 20 years who require preventive or remedial dental care.

"Service Unit" is one service or item.

Required Practices

- I. The provider must:
 - A. Comply with RSA 169-B:40, RSA 169-C:27, RSA 169-D:29 and/or RSA 317-A prior to applying for certification; and

- B. Seek payment from other sources, such as Medicaid, Medicaid Managed Care, or private dental insurance, before billing DCYF.
- II. The CPSW/JPPPO must:
- A. Authorize payment for dental services, based on a court order;
 - B. Contact the provider and arrange for the child/youth to receive services, obtaining agreement on the begin date of service, length of service and/or number of units to be provided; and
 - C. Notify the Fiscal Specialist using Form 1869 Services Authorization Request via e-mail once the CPSW/JPPPO finalizes the arrangements with the provider.
- III. Requests for payment from DCYF must be made via Form 1869 Services Authorization Request.
- A. The provider uses the service authorization as an invoice for services provided and submits the invoice to the DCYF Provider Relations.
 - B. The provider must document the following information in their files:
 1. The date of service;
 2. Location of service;
 3. Diagnosis;
 4. Treatment; and/or
 5. Other service provided.
- IV. No payment is allowed for bills received after one year from the date of service, pursuant to RSA 126-A:3 II.
- VIII. When a dental appointment is canceled in advance, the provider must not charge DCYF.

Practice Guidance

How are services paid for when a child/youth has Medicaid but Medicaid won't cover the service?

- At times there may be extenuating circumstances in which a service is needed that is not covered by Medicaid. Before the appointment occurs:
 - The CPSW/JPPPO must consult with their DCYF Nurse Consultant around the procedure/treatment recommended and how best to secure the service;
 - If the Nurse Consultant is in agreement that the service/treatment is necessary, but the provider is unable to secure payment through Medicaid or another insurance plan, the CPSW/JPPPO shall consult with their Supervisor to request approval for the procedure/treatment;
 - The Supervisor then must obtain approval from a Field Administrator (FA) for the procedure/treatment to be completed and paid through general funds;
 - Once the FA has given approval, the CPSW/JPPPO shall complete a Form 1869 (prior to the date of service, as outlined above); and

- The Fiscal Specialist shall then consult with Provider Relations, who will work with the provider to ensure timely payment of service.

Can payment be made for dental procedures/treatment not covered by Medicaid on voluntary cases?

- As a general rule, there is no provision to pay for medical procedures/treatment on cases without a court order. However, if there are extenuating circumstances in a voluntary case (without a court order), the CPSW/JPPPO should consult with a DCYF Nurse Consultant;
- If the Nurse Consultant indicates the procedure/treatment is critical to the health of the child/youth, the CPSW/JPPPO shall consult with their Supervisor;
- The Supervisor will then consult with the FA;
- If approval is granted through the FA, the CPSW/JPPPO shall consult with the Fiscal Specialist and follow all other procedures as outlined above; and
- The Fiscal Specialist shall then consult with Provider Relations to create a plan for payment.

How do I know when a child/youth should see a dentist for routine care?

- For dental exam schedules for children involved with the Division, refer to policy [1651 Health Care Planning for Children in Placement](#).

What is the Service Rate for dental services?

- Current Medicaid program rates or the usual and customary charge.

What is the service code for billing dental services?

- The service code specific to dental care services is DL.