

**Analysis of Delta Dental Consultant Professional Adjudication
Amalgams, Composites and Stainless Steel Crown Claims
July 2007**

Background: One hundred (100) restoration claim documents were pulled by Delta Dental's QM Department during the month of July 2007 and were submitted to Dr. [REDACTED] for the initial screening of the appropriateness of professional adjudication. Two Delta consultants were identified as having processed these claims. They are identified by Delta's QM Department as P247 and P256. Dr. Kennedy, after the initial screening, met with Drs. [REDACTED] on July 27th to go over the findings. This report is based on the agreement by all these MDSB consultants as to the ultimate findings.

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

- Restorations that shouldn't have been paid.
- Restorations that should have been paid (both of these top two have equal instances).
- Improper use of adjudication reason codes leading to provider confusion and frustration as to the true reason for the denial.
- Inconsistent adjudication on the same claim (some allowed, some denied when all appear the same on submitted radiographs) leading to provider confusion and frustration.

Breakdown of individual consultant adjudication:

- P247 had problems with 14 claims out of a total of 41 processed for a 34% error rate.
- P256 had problems with 6 claims out of a total of 59 processed for a 10% error rate.

Total error rate: 20 claims out of a total of 100 processed had problems for an overall 20% error rate or 1 out of 5 claims adjudicated incorrectly.