# Enhancement to Dental Administrative Review of Claims Process

Effective April 15, 2024, Dental providers who wish to submit denied dental claims for Administrative Review may begin using the Dental Administrative Review Form from the Forms menu on the Alabama Medicaid Interactive Web Portal.

The new form allows providers to submit Dental Administrative Review requests and supporting documentation for denied dental claims. Supporting documentation can be submitted by uploading documents in PDF format or using a fax barcode cover sheet generated after form submission. Once the form has been completed, a claim referencing the documentation can be submitted electronically for review.

**Please note that Steps 1-3 below must be completed to ensure the Administrative Review can be processed.**

1. **Submit the Dental Claims Administrative Review Form by accessing the Medicaid Interactive Web Portal.**

A secure logon to the Medicaid Interactive Web Portal is required to access the Dental Claims Administrative Review Form. The form can be accessed at https://www.medicaid.alabamaservices.org/ALPortal/.

- On the *Trade Files* tab, select *Forms*.
- In the *Form Name* dropdown list, select *DNT – Dental Administrative Review Form* and click *Search*.

*Please note the NPI on the form should be the *Billing Provider NPI*, not the performing provider's NPI.

2. **Submit Dental Administrative Review supporting documentation.**

Support documentation may be submitted in three different ways:

1) Medicaid Interactive Web portal form (preferred) https://www.medicaid.alabamaservices.org/ALPortal/, or
2) Fax information using barcode cover sheet received after submitting the Dental Administrative Review form in the Web Portal.
3) Digital Upload form located on the Medicaid Interactive Web Portal.

**Note on Browser Compatibility**

If you have trouble accessing the web portal, follow the instructions below to set **Edge** browser compatibility settings:

- Navigate to the Medicaid Interactive Web Portal using the URL provided above.
- Select *Settings and more*… from upper right-hand corner of browser. The feature is displayed as three dots.
- Choose *Settings*.
- On the left-hand side select *Default browser*.
- In the dropdown next to *Allow sites to be reloaded in Internet Explorer mode (IE mode)* select *Allow*.
- Close and restart browser to apply setting.

## Steps to Upload Documentation

Once a PDF utility has been successfully downloaded and the PDF document created, providers should follow these steps to upload documentation for review:

- Log on to Medicaid Interactive Web portal: https://www.medicaid.alabamaservices.org/ALPortal/.
- Select **Trade Files/Forms**.
- Select **DNT – Dental Administrative Review** from the drop-down menu and click **Search**.
- Complete all fields on the form (Record ID and Attachment Control Number fields will auto populate). Required fields are indicated with an asterisk (*).
- In the **Document Uploads** section, click **Choose File** and select the required documentation from your network drive or PC (this step can be omitted if faxing documentation at a later time).
- Review all the values entered for completion and accuracy as no further updates will be allowed once the **Submit** button is clicked. **Note: If any error messages are presented, resolution of the identified errors is required to complete submission.**
- Press **Submit**.
- A message will be generated at the top of the page that states, "*Your form was submitted successfully.*"
- A barcode cover sheet is generated and will be displayed. It is imperative that you **save a copy of this cover sheet** should you be requested to submit additional documentation for this packet.
- Select the **Print Friendly View** button to print the barcode cover sheet.

**Please note: Documents must be in a Portable Document Format (PDF).**

Documents must be in a PDF for upload through the Web Portal. If you do not currently have the ability to create PDF versions of supporting documentation, you may perform an internet search and find free downloadable utilities that can be installed to create a PDF. For your convenience, below is a list of three PDF creation utilities that can be installed to create PDF documents at no charge:

- PrimoPDF – http://www.primopdf.com/
- Solid PDF Creator – http://www.freepdfcreator.org/
- PDF24 – http://pdf24-pdf-creator.en.softonic.com/


## Steps to Fax Additional Documentation

Information can also be faxed to the Agency for review. Providers should follow the instructions below to fax documentation:

- Follow steps documented above.
- Include the barcode cover sheet **as page one** of the fax transmission for the corresponding Attachment Control Number.
- Fax the required documentation with the barcode cover sheet on top to (334) 215-7416.

**Important:** Barcode cover sheets are unique to **each** Dental Administrative Review form submission. **DO NOT** use it for another Dental Administrative Review form submission.

- **DO NOT** place anything over the barcode on the cover sheet or alter it in any manner.
- **DO NOT** fax double sided pages.
- **DO NOT** fax multiple sets of records at the same time; each fax should be sent separately.

**NOTE:** A fax submission cannot be processed without the barcoded cover sheet.

Providers with questions concerning the faxing of supporting documentation should contact their Provider Representative. Contact information may be found at the following link: http://medicaid.alabama.gov/content/10.0_Contact/10.3_Provider_Contacts/10.3.5_Provider_Reps.aspx.

Forms using the fax submission method will be kept for 30 days to allow a provider time to upload the supporting documentation. If supporting documentation is not received, the form will be purged.

Once a Dental Administrative Review form is completed and supporting documentation is received, it will be used in the claims review process to determine dental claims payment or denial. The dental claims submission for this process is detailed below.

**NOTE:** It is imperative to take note of the Attachment Control Number generated by the DNT – Dental Administrative Review Web Portal form in order to successfully complete steps below.

## Steps for Digital Upload of Supporting Documentation

After initial submission of one of the above form types, providers may submit additional supporting documentation using the **Digital Upload** form which can be accessed within the Alabama Medicaid Interactive Web Portal:
https://www.medicaid.alabamaservices.org/ALPortal/

- On the **Trade Files** tab**,** select **Forms.**
- In the **Form Name** dropdown list**,** select **DIG - Digital Upload** and click **Search**.

To complete the form, the following information is required:
- Record ID (from original form submission)
- Form Type
- PA or ICN or CA Number or ACN

Attachments being submitted must be in PDF.

Once submitted, the supporting documentation will be added to the original form submission.

**Note:**
Providers with questions concerning the upload of supporting documentation should contact their Provider Representative. Contact information may be found at the following link:
http://medicaid.alabama.gov/content/10.0_Contact/10.3_Provider_Contacts/10.3.5_Provider_Reps.aspx.

### 3. Submit an electronic dental claim.

A provider can continue to submit claims as they currently do. If using a software vendor, consult with the software vendor prior to submitting claims to ensure they are populating the proper loops and segments. When submitting claims for Administrative Review, include an Attachment Control Number (ACN). The ACN is required for claims to process correctly and suspend for administrative review. **The ACN is obtained from the Alabama Medicaid Interactive Web Portal by completing the new Dental Administrative Review form as described above.**

For claims submitted through 5010 X12:

- A Service Authorization Exception code of 7 (Special Handling) should be submitted at the claim header - Loop 2300, in a REF segment with a qualifier of 4N (Example– REF*4N*7~).
- In either Loop 2300 (Header) or Loop 2400 (Detail), a PWK Segment must be submitted with the below values:
  - PWK01 = OZ
  - PWK02 = FT or FX
  - PWK05 = AC
  - PWK06 = the Attachment Control Number received during the form submission process (Example - PWK*OZ*FT***AC*123456789~)

For claims submitted on the Medicaid Interactive Web Portal:

- The Service Authorization Field must be marked as 7 – SPECIAL HANDLING to indicate the claim is being submitted for Administrative Review.



- The supplemental information panel is used to add the ACN to the claim.



- To add a new row, click the 'add' button and enter the required information. DO NOT click the 'add' button again unless you want to add a second row.
- Enter the ACN provided by the Dental Administrative Review form submission process in the Control Number field.
- Select Report Type OZ- SUPPORT DATA FOR CLAIM, and Transmission FT- FILE TRANSFER

For claims submitted through PES:

- PES version 3.14 and above supports the submission of electronic claims for Dental Administrative Review. As with the web portal, a service authorization code of 7 must be selected.
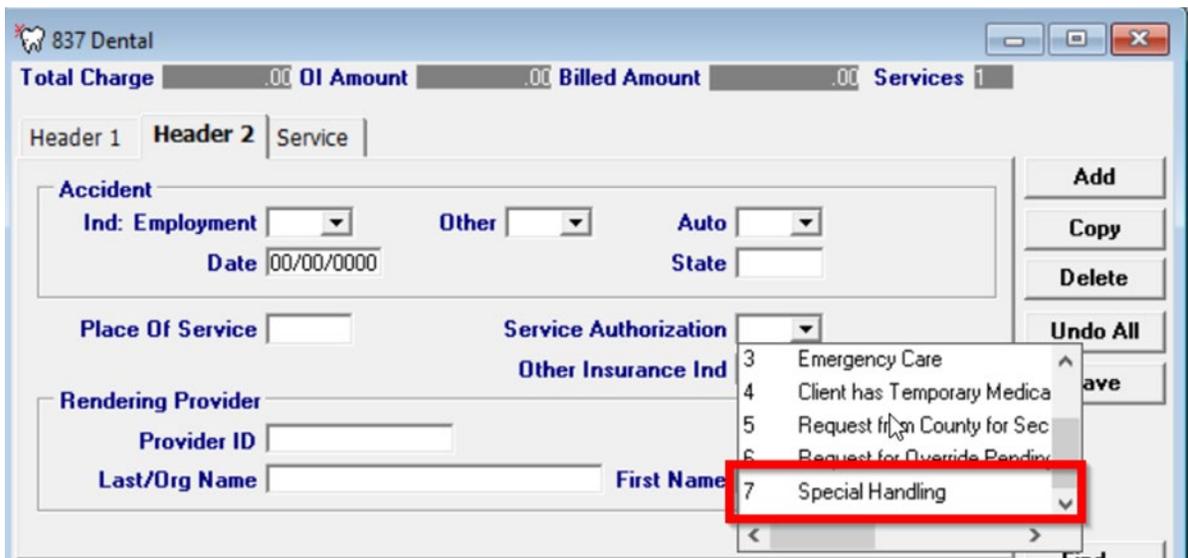
- The attachment information panel is used to add the ACN to the claim.
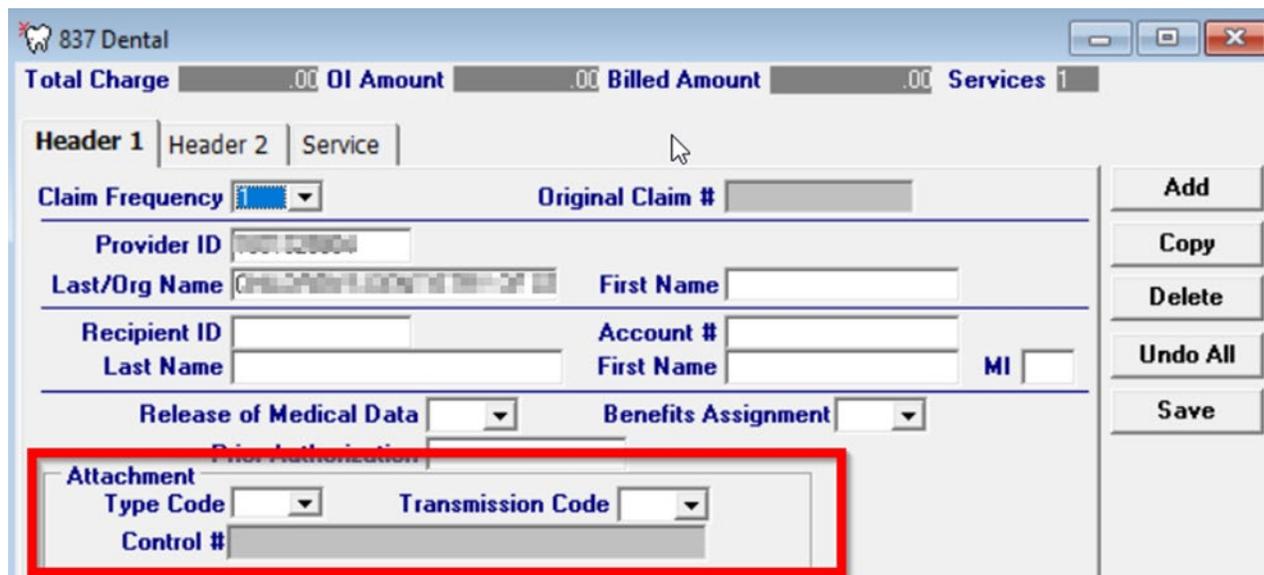


- Select Report Type OZ- SUPPORT DATA FOR CLAIM, and Transmission FT- FILE TRANSFER
- Enter the ACN provided by the Dental Administrative Review form submission process in the Control Number field.

## Medicaid Claim Denials:

If all required elements for a Dental Administrative Review claim are not correctly submitted, and/or the information (Dates, Providers, and Recipients) on the claim does not match that of the corresponding ACN, then appropriate error responses will be returned.

Examples of errors that my post on the denied claim include:

- 2620 ADMIN REVIEW NUMBER NOT ON FILE
- 2621 ADMIN REVIEW RECIPIENT/PROV OR DATE MISMATCH

- 2627 ADMIN REVIEW ACN ALREADY USED FOR ANOTHER CLAIM

If all required elements for a Dental Administrative Review claim are correctly submitted and the information on the claim matches the documentation corresponding to the submitted ACN, then the claim will suspend for internal review. The claim along with the supporting documentation will be reviewed to determine if the claim should Pay, Deny, or if additional documentation is required.