

# UNDERSTANDING YOUR DENTAL BENEFITS

## SERVICES THAT REQUIRE PRIOR AUTHORIZATION

**Prior Authorization** is a special approval process to make sure that certain treatments or procedures meet payment criteria before the service is rendered.

If you are under the care of an HMSA participating dental provider or contracting provider, he or she can get approval for you.

Prior authorization is required for the following services and devices. Failure to get our approval will result in a denial of benefits if the services or devices do not meet HMSA's payment determination criteria. **Your provider is not responsible for treatment costs or penalties for failure to obtain approval.**

**You are responsible for 100% of charges for the services listed below if prior authorization is not obtained before services are rendered.**

- Alveoloplasty
- Carriers
- Endodontic Retreatment
- Maxillofacial Prosthetics
- Surgical Access of an Unerupted Tooth
- Placement of a Device to Facilitate Eruption of Impacted Tooth
- Medically Necessary Orthodontia

### How to Request Prior Authorization

Ask for prior authorization by writing us at:

HMSA Dental Services  
P. O. Box 1187  
Elk Grove Village, IL 60009-1187  
Fax: (888) 255-0876

If you have questions please call us at:  
(808) 948-6440 or 1(800) 792-4672 toll-free

### Our Response to Your Request for Prior Authorization for Non Urgent Dental Care

If your request for prior authorization is not urgent, HMSA will respond within 15 business days after we receive your request.

### Our Response to Your Request for Prior Authorization for Urgent Dental Care

HMSA will respond to your request for prior authorization of urgent care as soon as possible given the medical circumstances of your case. It will be no later than 24 hours after all information sufficient to make a determination is provided to us.

In either case, if you do not provide enough details for us to determine if or to what extent the care you request is covered, we will notify you after we receive your request.