

To: Keystone First/Keystone First Community HealthChoices (CHC) Dental Providers

Date: May 20, 2026

Re: Re-education of the utilization of code D9920

This communication is for re-educational purposes regarding the utilization of code D9920 - behavior management by report.

Our HealthChoices and Community HealthChoices plans administer the code as follows and in line with the Pennsylvania Department of Human Services (DHS):

- The Behavior Management fee is a visit fee for difficult to manage persons with developmental disabilities.
 - Developmental disability is a substantial handicap having its onset before the age of 18 years of indefinite duration and attributable to neuropathy
- There are no age restrictions
- Frequency is limited to once per Member/Participant per day and four times per Member/Participant per calendar year.
- Other definitive dental procedures have to be performed by the same provider on the same Member/Participant on the same date of service for behavior management to be approved

The above information is posted in our DHS approved dental policies located on our websites at:

- Keystone First – 152.100 - Review Process and Criteria for Dental Services Subject to Prior Authorization (Pre-service) or Retrospective Review
- Keystone First CHC – DEN.003 – PA Dental Authorization

The policies can be found on our websites at:

- www.keystonefirstpa.com → Providers → Resources → Dental → Dental Policies
- www.keystonefirstchc.com → For Providers → Resources → Dental Program → Dental Policies

Please note that claims containing this code performed on ineligible Members/Participants will be denied and Early and Periodic Screening, Diagnosis and Treatment (EPSDT) consideration does not apply.

Claims' submissions must include the same reasoning and methodology for why and how the behavior management was employed as listed in your treatment notes.

Thank you for your participation in our network and for the care you and your staff continue to provide for our Members/Participants. If you have any questions regarding this change, please contact your Dental Account Executive.