



Keystone First

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Prior Authorization, Retrospective Review, and Documentation Requirements	
Procedures Requiring Prior Authorization: Updated information on the process for Hospital/Special Procedure Unit (SPU)/Ambulatory Surgical Center (ASC) outpatient admissions for dental services	15
Retrospective Review: Added an example of a procedure which would require this type of review	16
Benefit Limit Exception (BLE) Process (Adults aged 21 and over): Example deleted	17
The BLE Request Process: Deleted Diagnosis code Z98.818 in box 34A no longer needs to be included on the claim form and claim form image	17
Claim Submission Procedures	
Electronic Claim Submission Utilizing DentaQuest's Website: Updated how to contact DentaQuest if you are experiencing log in issues	20
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Dentist Appeal Procedures: Updated to include Providers have the opportunity to request resolution of Disputes with DentaQuest or request a Formal Appeal on behalf of the Member through submission to the internal Plan department.	27
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