



Keystone First

Coverage by Vista Health Plan,
an independent licensee of the Blue Cross and Blue Shield Association.

2023 Keystone First Dental Supplement Updates	Page
Covered Benefits	
Dental Benefits for Adults age 21 or older: Revised list of covered dental services	13-14
Added Replacement Dentures to list of services an adult Member is eligible to receive with an approved Benefit Limit Exception	14
Prior Authorization, Retrospective Review, and Documentation Requirements	
Procedures Requiring Prior Authorization: Clarified most recently approved version of the Claim form must be submitted for Prior Authorizations	16
Updated Medically Necessary definition	16
Benefit Limit Exception (BLE) Process (Adults age 21 and over): Added when submitting the BLE request, only those codes requiring BLE should be on the dated or undated claim form. Inclusion of non-BLE codes may result in denials of those requests.	17-18
Claim Submission Procedures	
Paper Claim Submission: added the most recent Dental Claim Form	23-24
Orthodontic Continuation of Care: added section for the process of continuation of orthodontic coverage.	26
Removed language stating if the services provided by a Non-Participating Provider or if no contracted rate exists, the Plan will pay coinsurance, deductibles and/or co-payments up to the applicable Medical Assistance Fee-For-Service rate.	26
Medical Recordkeeping	
Updated chart audit scores above 90% are considered as passing. Offices with scores less than 90% will have a corrective action letter sent and are re-reviewed for compliance within the next 120 days	32
Clarified that patient records must be kept for a minimum of 10 years after the end of the termination of the State of client contract	33
Important Notice for Submitting Paper Authorizations and Claims	
Added the Corrected Claims address and website for current ADA forms	34
Clinical Criteria for Prior Authorization of Routine and Emergency Treatment	
Updated list that requires Prior Authorization/Retrospective Review	38-48
Updated Dental Benefits Grid	49-72