



Subject Dental Clinic Initiated Involuntary Reassignment of Clinic	Attachments <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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Applicable HealthPartners Contracted Dental Clinics must comply with this policy	Origination Date June 2000
	Retired Date
Review Responsibility Dental Administration	Contact Michelle Searcy

Products:

☒ Fully Insured ☒ Self-Insured ☒ Medicare Advantage ☒ Medicare Cost ☒ Medicaid ☒ MSHO
☒ SNBC ☒ WI Marketplace

I. PURPOSE

HealthPartners has the right to limit a member's access to specific providers or to reassign a member from a specific dental group or clinic under certain conditions. The purpose of this policy is to document the circumstances that may result in a dental group or clinic requesting that a member be involuntary reassigned to a new dental group or clinic and the procedures to be followed when such action is taken.

II. POLICY

The following constitute reasons for considering involuntary reassignment of clinic from a dental group or clinic:

1. Irreconcilable breakdown of a therapeutic relationship as a result of circumstances such as, but not limited to:
 - a. The member's repeated failure to keep scheduled appointments.
 - b. A pattern of inappropriate utilization of services by member and attempts to mediate have failed.
 - c. The member is persistently uncooperative, and/or inappropriate toward the clinic staff and/or other patients and attempts to mediate have failed.
 - d. Inability of the member and provider to agree on a course of treatment.
 - e. Failure by the member to comply with an established treatment plan (lack of compliance should not be confused with a patient's legitimate right to refuse treatment).
 - f. The member has made it known that he/she has lost confidence in the dental group or clinic's

ability to deliver quality care.

2. Irreconcilable administrative issues including, but not limited to physical or verbal threatening actions by the member towards clinic personnel and/or other patients.
3. The member has an outstanding debt due to the clinic such as unpaid copayments, coinsurance, or other forms of reimbursement (the clinic must have made good faith attempts to recover such debts prior to requesting an involuntary reassignment).

III. **PROCEDURE(S)**

A contracted dental group/clinic or HealthPartners dental group may request that a member be involuntarily reassigned when one or more of the identified reasons for reassignment have occurred and attempts to resolve the issue(s) with the member have been exhausted. The following steps will occur: (consider listing each of the steps out numerically for ease of reading)

1. The dental group or clinic must have exhausted its internal processes to resolve the member's issues. Such internal process must include: In the case of a treating dentist's identification that member's physical or behavioral health issues may have contributed to the breakdown of the therapeutic relationship, the treating dentist must request member's consent to contact his/her primary care physician. If consent is given, the treating dentist must consult with the primary care physician to gain or provide appropriate information, which may include, but is not limited to, a recommendation for the member to be referred for a behavioral health evaluation.
2. The request for dismissal must be sent in writing to the dental contracting area with details around the situation and if the request is approved, HealthPartners will send a letter to inform the member they need to find a new dental clinic. The member does have thirty days to receive emergency services at clinic.

IV. **DEFINITIONS** N/A

V. **COMPLIANCE**

Failure to comply with this policy or the procedures may result in disciplinary action, up to and including termination.

VI. **ATTACHMENTS** N/A

VIII. **APPROVAL(S)**

David Gesko, DDS, Sr. VP and Dental Director

IX. **ENDORSEMENT** N/A