

# Dental Audit Update

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5<sup>th</sup> Annual Outcomes Conference



# Key Messages

- **ESI Canada monitors Red Flags**
- **Program is in place to manage the risk**
- **ESI Canada is driving better benefits for our Customers**





# What are some of the current risks?

- **Up-coding / Creative billing**
- **Over treating**
- **Billing for services not rendered**
- **False and fabricated claims**





# Why Do We Need Red Flags

- **To identify & investigate irregularities within the data**
  - **What do we find?**
    - **Misuse or abuse of the card**
    - **Potential for fraudulent claims**





# Dental Red Flags



## Quantity:

- Excessive units of scaling
- Excessive units of Anaesthesia
- Frequent excessive units of root planing



## Restorations:

- Multiple surface
- Multiple anterior restorations
- Large list of restorative codes



# Dental Red Flags



## Periodontal Codes:

- Desensitization
- Curettage
- Gingivectomy / Gingivoplasty
- Periodontal grafting / Flap surgery performed by the GP



## Resubmission of same date of service with different procedure codes:

- Shopping the system





# Dental Red Flags



## Exams:

- **Specific vs. Emergency vs. New Patient Limited**



## Code combinations:

- **Caries / Pain control billed with Endodontic or Restorative codes**



## Recurring Treatments:

- **Root canal therapy re-treatments**



# Dental Red Flags



## Lab bills:

- Date on lab bill vs. completed date of service
- Rounded dollar values





# How does ESI Canada manage the risk?

- **Patient verification - explanation of benefits**
- **“Next-day” audit review**
- **Provider profiling**
- **Provider focused audit review**





# Dental Next-Day Audit Results

## In 2005 the Next-Day Program

- Reviewed approximately 5.3 million claims
- Investigated 463 claims
- Sent 2,128 Client Verifications
- 1,241 Client Verifications returned, of which 80 required further investigation





# Dental Next-Day Audit Results

- **Sent 77 provider information requests asking for clarification of billing patterns**
- **Conducted 5 provider focused audits**





## In Summary...

- **ESI Canada monitors Red Flags**
- **Program is in place to manage the risk**
- **ESI Canada is driving better benefits for our Customers**





**Questions?**



*Optimizing the value of drug and dental benefits*

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