



Dental

Texas DHMO Plans – When you need to see a specialist



Some dental procedures require the expertise of a specialist. When you need to see a specialist, you need to get a specialty referral. Your assigned primary care dentist is responsible for completing the necessary paperwork.

For non-emergency referrals to a specialist:

1. After a thorough examination has been performed, and your primary care dentist determines that a referral to a specialist is needed, he/she will complete all sections of the specialty referral request form. Your dentist will then give you a copy of the completed form and any required clinical documentation needed by the authorized specialist (applicable for most types of referrals).
2. You will then contact Customer Care at the toll-free number located on the bottom of the specialist referral request form or on your ID card to initiate the referral process. This call will begin the authorization process to schedule a consultation with a contracted participating specialist.

When you call, please have the following information available. This information is provided on your specialty referral request form:

- a. Name of your primary care dentist
 - b. Teeth (tooth numbers) impacted
 - c. Type of specialist requested
3. We will process your referral request and identify an authorized contracted specialist based upon your home address (or work location, if requested).

4. Once a participating specialist has been identified, we will mail you the name of an authorized specialist within 10 days along with a formal authorization (Explanation of Benefits).
5. After you receive your authorization you will have 90 days to visit the authorized participating specialist. Please contact that specialist to schedule an appointment for an initial consultation. You must bring your x-rays and any other documentation from your primary care dentist along with your specialty referral request form.
6. Once the consultation has been completed, the authorized participating specialist will submit his/her evaluation and treatment recommendation for clinical review. If the specialist determines you need emergency care, he/she will follow the emergency care referral guidelines.
7. Our clinical review will be completed within 48 hours, and you will receive written notification of our review within seven days.
8. When you receive your authorization, simply schedule an appointment with your authorized specialist to complete your care.

For emergency referrals to a specialist:

1. If you believe you are in need of emergency care, please immediately contact your primary care dentist for an emergency examination. If he/she determines you are in need of an emergency specialty referral based on pain, swelling, infection or trauma, your primary care dentist will complete a specialty referral request form and will contact our Customer Care department by phone to facilitate an emergency specialty referral.
2. If you have not selected, or can't get in contact with your primary care dentist, please contact Customer Care at the toll-free number on your ID card and let us know you are in pain and have not selected a primary care provider or cannot get in contact with your primary dentist.
3. We will contact you within 24 hours by phone with the authorization and provide you with the contact information of an authorized participating dentist.
4. Once you receive the information on the authorized participating dentist, immediately contact that specialist for an evaluation.
5. If the participating dentist determines you are in need of emergency services, he/she will contact our Customer Care Department by phone to obtain a verbal authorization and will provide you with the needed care.
6. If you are not in need of emergency care services, your referral will follow the non-emergency referral authorization process.

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