

PROCESS FOR RECEIVING A GAP EXCEPTION FOR TMJ SERVICES

1. A member can request a Network GAP Exception with UHC when there are no in-network dentists within 30 miles of their home zip code. (Hint: UHC currently does not have any in-network dentists within 30 miles of Conway). The member must have their selected dentist, who will be performing the services requested, contact Care Coordination at 1-800-638-7204 and:
 - a. Request a GAP exception to allow the services to be processed as in-network.
 - b. Request a pre-determination of benefits to see what services will be covered under the benefit. All diagnosis codes/procedure codes for services the provider is planning on rendering should be listed by the provider.
 - c. The requests should also specify the estimated time frame it will take to complete the treatment.
2. Once the GAP exception and pre-determination have been approved both the member and the provider should receive two different approval letters. One approving the GAP exception and one stating the pre-determination has been completed and what CPT codes/services have been approved.
3. The letters should also indicate the time frame approved (Ex. June 1st – Sept 30th). If members require additional time to complete the treatment the provider should call back in to request an extension of dates (and wait to receive approval) prior to continuing any treatment outside the approved time frames.