

Index

	<u>Page</u>
-A-	
Acknowledgment of Dropped Membership.....	7-80
Additional Complaints.....	3-4
Additional Information Received.....	3-4
Additional Treatment.....	3-4
Alleged Fraud or Billing Irregularities.....	6-4
Altered Treatment.....	2-40
Amended Resolution Letter Worksheet.....	7-102
Amended Resolution Addendum Format.....	7-115
Amicable Resolution.....	2-27
Appeal Criteria Statement.....	7-59
Appeal Criteria Statement for Corrective Treatment Plan & Cost Estimate.....	7-61
Appeal Criteria Statement (Over-Utilization Case Review).....	7-62
Appeals.....	4-1
Appeal Review Procedures.....	4-2
Corrective Treatment Plan & Cost Estimate Approval Letter.....	4-5
Corrective Treatment Plan & Cost Estimate Appeal Review Procedures.....	4-6
General Overview.....	4-1
Non-Appealable Issues.....	4-2
Overruled/Re-review.....	4-5, 4-9
Remand.....	4-4, 4-8
Resolution Letter.....	4-1
Uphold.....	4-4, 4-8
Applicant.....	1-19, 2-6
Appropriate for Review.....	2-21
Appropriateness.....	1-14
Assignment to Components/Specialty Peer Review Committee and Set-up	
Of Clinical Examination.....	2-22
Authorization for User Disclosure.....	7-15

Index (Cont.)

Page

-B-

Billing Irregularities.....	1-15, 1-19
Board of Trustees.....	1-4

-C-

California Insurance Code	1-16
Capitation Plan Refund Guidelines.....	7-100
Carrier	1-19
Carrier Agreement Form (Over-Utilization Case Review).....	7-104
Carrier Does Not Co-operate with Peer Review.....	2-15, 2-18
Carrier Fails to Cooperate.....	2-15
Carrier Initiated Review Fee Request.....	7-52
Carrier Notification Letter	7-43
Carrier Notification of Incomplete Information	7-51
Carrier Notification Letter	7-43
Carrier Fails to Re-establish Patient's Eligibility	3-15
Case Assignment to Component/Specialty Committee	2-22
CDA Central Office	1-7
CDA <i>Code of Ethics</i>	1-2
Checklist	7-24, 7-25, 7-26, 7-25, 7-26, 7-27, 7-28, 7-29, 7-30, 7-31
Clinical Examination	3-2
Conducting the Clinical Examination.....	3-3
Examination Findings	3-4, 3-5, 3-6
Clinical Examination Worksheet	3-4, 3-10
Clinical Worksheet - Complete Dentures Prosthodontics	7-119
Clinical Worksheet - Crowns & Fixed Partial Prosthodontics	7-117, 7-118
Clinical Worksheet - Endodontics	7-116
Clinical Worksheet - Operative Dentistry.....	7-121, 7-122
Clinical Worksheet – Oral Surgery.....	7-128

Index (Cont.)

	<u>Page</u>
Clinical Worksheet - Orthodontic	7-125, 7-126, 7-127
Clinical Worksheet - Periodontics	7-123, 7-124
Clinical Worksheet - Removable Partial Prosthodontics.....	7-120
Collection.....	7-40
Committee Responsibilities	3-1
Communication from Attorney.....	2-27
Communication Problem	2-28
Complaint Involves a Member of the Peer Review Committee	3-2
Complainant Became Aware of Problem within the Past Year	2-9
Completed/Altered Treatment	2-40
Completion of Peer Review Checklist.....	2-22
Component Dental Societies and Specialty Organizations.....	1-9
Component Review Committee Meeting.....	3-8
Component Review Committee Refuses to Make Necessary Corrections.....	1-6
Confidentiality	1-18
Conflict of Interest	2-29
Contact with Carrier.....	2-14, 2-18
Contact with Patient.....	2-17
Consulting or Subsequent Treating Dentist	2-15, 2-16
Consulting or Subsequent Treating Dentist's Failure to Respond.....	2-16
Consulting/Subsequent Dentist Notification Letter	7-44
Consulting/Subsequent Treating Dentist Reply Form	7-45
Contents of the Case File	2-19
Cooperation with Duly Constituted Committees.....	1-3
Corrective Treatment Guidelines.....	7-97, 7-98
Council on Peer Review.....	1-5
Counseling the Dentist.....	3-17
 -D-	
Definitions.....	1-18

Index (Cont.)

	<u>Page</u>
Deceased Dentist.....	7-68
Dentist Against Whom Inquiry is Filed is no Longer Practicing.....	2-30
Dentist Dies after Review is Initiated.....	2-30
Dentist Drops CDA Membership during Review.....	2-31, 6-5
Dentist Failure to Respond.....	2-13
Dentist Initiated Requests.....	2-3, 2-17
Dentist Interview.....	3-6
Dentist Invitation Letter to Attend Review Committee Meeting.....	7-58
Dentist is Deceased at Time Request for Review is Received.....	2-32
Dentist Non-Compliance with Final Decision.....	6-1
Dentist Non-Compliance During Review Letter (first notice).....	7-82
Dentist Non-Compliance with Resolution Letter (second notice).....	7-84
Dentist Notification and Response Request Letter (Patient Initiated).....	7-32
Dentist Notification Letter (Carrier Initiated).....	7-49
Dentist Notification of Incomplete Forms (Utilization Review).....	7-21
Dentist Notification Letter (Over-Utilization).....	7-106
Dentist Notification Utilization Letter (Patient Initiated).....	7-36
Dentist Practicing in a Mobile Unit.....	1-19
Dentist Request for Review Information Form.....	7-19
Dentist Will/Will Not Attend Meeting Form.....	7-42
Dentist-to-Dentist-Initiated Requests.....	2-32
Denture.....	3-16
Dispute between Patient or Dentist and Peer Review Committee.....	2-32
Distribution of Refund Check(s).....	2-25
Distribution of Resolution Letter.....	2-24
Dropped Membership.....	2-31
 -E- 	
Explanation of Clinical Examination.....	7-131
Ethical Basis of the Peer Review System.....	1-2

Index (Cont.)

	<u>Page</u>
Examination Panel Notification Memo	7-55
Extensions for Corrective Treatment	3-15
 -F-	
Failure to Appear	2-23
False or Fraudulent Insurance/Health Care Benefit Claims	1-16
Fee Review	2-41
Financial Responsibility Statement	2-33
 -G-	
Grossly Inadequate Treatment	1-19, 6-2
Grossly Inappropriate Treatment	1-19, 6-3
 -I-	
Incomplete and/or Altered Forms	2-4
Incomplete Treatment	2-33
Indefinite Practice Address	1-20
Independent Contractor	1-20
Initial Carrier Response Letter	7-52
Initial Patient Examination Letter	7-56
Initial Patient Response Letter	7-4
Initial Patient Response Letter (Utilization Case)	7-7
Initial Response to Dentist Letter (Utilization Case)	7-18
Inquiries Beyond the Expertise of Component Peer Review Committee	2-35
Involvement of an Attorney During Review	3-6
Irregular Billing	1-15
Itinerant Dentists	1-20
Interview Guidelines	3-6, 3-7, 3-8

Index (Cont.)

Page

-L-

Legal Protection of and Constraints upon Peer Review	1-11
Lines of Responsibility	1-4
Litigation and Arbitration	2-35
Litigation or Arbitration is Initiated after Peer Review has Been Initiated	2-35
Patient Initiates Litigation or Arbitration.....	2-36
Dentist Initiates Litigation or Arbitration	2-36

-M-

Maintaining the Peer Review Files	1-8
Miscellaneous Non-Routine Inquiries	2-37

-N-

Non-Compliance	6-1
Non-Compliance of Consulting/Subsequent Dentist Letter	7-87
Non-Compliance Referral Memo	7-85
Non-Compliance Referral Memo (Pattern of Practice)	7-86
Non-Member Dentist Requesting Review Letter	7-71
Non-Routine	2-26
Notification of Benefit Exclusion	7-73
Notification of CDA Policy Regarding Fee Review.....	7-72
Notification of CDA's Time Limitations.....	7-69
Notification of Complaint Being Processed	7-101
Notification of Compliance Memo	7-88
Notification of Completed/Altered Treatment.....	7-75
Notification of Communication Problem.....	7-74
Notification of Litigation or Arbitration.....	7-76

Index (Cont.)

	<u>Page</u>
Notification of Non-Member Dentist.....	7-66
Notification of New Case.....	7-22
Notification of New Case to Component/Specialty Chair.....	7-64
Notification of Review to Involved Parties	2-12
Notification of Settlement.....	7-78
Notification to Committee of Additional Information Received.....	7-89
Notification to Patient of Dentist Dropping Membership.....	7-79
Notification to Patient of Dentist Expulsion/Dropped Membership/No Further Action (Final).....	7-67
Notification to Specialty Organization	7-64
 -O-	
Outside Agency Initiated Requests.....	2-37
Over-Utilization Review.....	1-21
Receipt of Request for Over-Utilization Review from Carrier.....	5-1
CDA	5-2
Appeals	5-4
 -P-	
Parameters of Peer Review	1-13
Partial Refund	3-14
Patient Agreement Form.....	7-13
Patient Dies after Review is Initiated.....	2-37
Patient in Pain	2-38
Patient Initiated Requests.....	2-1
Patient Notification Letter (Carrier Initiated)	7-48
Patient Notification Letter (Dentist's Appeal to a Carrier's Decision)	7-113
Patient Notification Letter (Dentist Initiated).....	7-47
Patient Notification of Failure to Appear.....	7-81
Patient Notification of Incomplete Forms.....	7-17

Index (Cont.)

	<u>Page</u>
Patient Request for Copy of Records/Radiographs Letter (Patient Initiated).....	7-108
Patient Request for Interview Form.....	7-135
Patient Residing in Another State Regarding Status of Case.....	7-129
Patient Residing in Different State.....	2-38
Patient Will/Will Not Attend Clinical Exam.....	7-130
Patterns of Practice.....	6-2
Peer.....	1-20
Peer Review Committee.....	1-21
Peer Review Committee Meeting.....	3-8
Preparation and Contents of Case File.....	2-19
Prosthesis or Crown Has Been Fabricated but Not Delivered.....	2-41
Provisional Member.....	2-7
Provisional/Temporary Treatment.....	2-38
Purpose of the Resolution Addendum.....	3-10
Peer Review Case Files How Long to Keep.....	1-8

-Q-

Quality.....	1-14
Quality Evaluation Manual.....	1-21

-R-

Radiographs.....	3-6
Receipt of Completed Forms.....	2-4
Receipt of Incomplete and/or Altered Forms.....	2-4
Receipt of Inquiry from Initiating Party.....	2-1
Records.....	1-21
Referral to the Judicial Council.....	6-1
Refund Checks.....	3-15
Refund Distribution Worksheet.....	7-132

Index (Cont.)

	<u>Page</u>
Refund Guidelines	7-95, 7-96
Release of All Claims Transmittal Letter	7-111
Release of All Claims Form.....	7-109
Request for Additional Information from Carrier.....	7-105
Request for Case to be Transferred to Neighboring Component.....	2-39
Request for Review Form	7-9
Resolution Addendum Format.....	7-99
Resolution Letter.....	3-12
Format.....	3-12
Guidelines	7-94
Preparation	3-12
Requirements	3-13
Worksheet.....	7-90, 7-91, 7-92, 7-93
Responsibilities of the Component and Specialty Peer Review Committee	3-1
Responsibilities of the Peer Review Staff.....	2-1
Review Committee Meeting	3-8
Review of Dentist's Fees	2-41
 -S- 	
Screening Procedures.....	2-5
Specialty Peer Review	3-1
Specialty Review does not comply with Revisions	1-6
Structure of the Component and Specialty Peer Review Committee	1-8
Appointing the Component Specialty Peer Review Committee.....	1-9
Subsequent Treating Dentists' Failure to Respond.....	2-16
Substandard Care is Recognized by the Committee.....	3-5
 -T- 	
Tape Recorders	3-8

Index (Cont.)

	<u>Page</u>
Telephone Requests (Dentist Initiated).....	2-3
Telephone Requests (Patient Initiated).....	2-2
Time Limitation Criteria.....	2-42
Treating Dentist Failure to Respond.....	2-13, 2-14
Treating Dentist Reply Form.....	7-39, 7-40, 7-41
Treatment.....	1-21
Treatment in Question Fails to Meet the Guidelines.....	3-14
Treatment in Question Meets the Guidelines.....	3-14
Treatment Rendered by Dental Student in a University Setting.....	2-29
Types of Cases Accepted for Review.....	1-14
 -U-	
Unclear Inquiry.....	2-42
Utilization.....	1-15, 1-21
 -W-	
Who Can Initiate Cases?.....	1-13
Written Requests (Dentist Initiated).....	2-4
Written Requests (Patient Initiated).....	2-2