

# Indian Health Service

Getting Ready!

Deploying the new IHS Priority of Care policy

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## Disclosure of financial or other conflict of interest:

**Dr. Knutson has no financial ties, nor incentives, nor other conflict of interest with any commercial enterprises or organizations.**

**All screen shots in this presentation are of test/demonstration patients. No actual patient information is displayed.**



# IHS EDR Program: Support IHS Mission & Vision

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The IHS Electronic Dental Record program (EDR) directly supports IHS providers and clinics to maximize quality oral health services for federally recognized tribes seeking high-value dental healthcare for all eligible patients.

- ***IHS Mission: To raise the physical, mental, social, and spiritual health of American Indians and Alaska Natives to the highest level***
- ***IHS Vision: Healthy communities and quality health care systems through strong partnerships and culturally responsive practices***



# IHS EDR Program Goals

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## IHS EDR Strategic Goals (in support of IHS Strategic Plan):


### ➤ Goal 1:

- Provide State of the Art EDR technology, maintain cutting edge innovation
- Support active interfaces with multiple IHS I/T/U EHR systems

### ➤ Goal 2:

- Identify patients-at-risk to ensure access to appropriate care
- Track effectiveness of care and overall outcome of program success

### ➤ Goal 3:

- Modernize information technology support
  - Provide data analytics and reporting system
  - Prepare for future innovation and development
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# IHS EDR Purpose

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- Support IHS Mission, Vision and Goals
- Patient Safety
  - Coordinate patient information from EHR, other sources
- Standardize & streamline patient care clinical documentation
- Support Revenue Generation
- Provide Clinical Data for IHS Leadership Decision Support
- EDR / EHR and IHS Workforce Modernization
- Provide / support IHS EDR system Training



# IHS EDR Program: Benefits to the IHS and Tribes

Provides services to tribes regardless of IHS federal/Tribal/Urban affiliation  
(contingent on IHS EDR Program funding)

## What IHS and Tribes Receive:

### Continued EDR Support

- Installation of EDR system
- First year of annual support
- Interface between EDR and EHR chosen by site
- Training
- Upgrades

### IHS custom enhancements

- Tribal affiliation
- IHS Oral Health Status (OHS) measures identifying patients at risk of oral disease
- Dynamic reporting interface
- 837i eClaims billing
- Standardized clinical notes templates
- Current Dental Terminology (CDT®) updates



# IHS EDR Program: Benefits to the IHS and Tribes

## Supports

- **Preventive Care** through Identification of people at risk of oral disease (OHS Measure)
- Appropriate **patient-centered** Disease Control and Treatment rehabilitations for people with oral disease
- **Expansion of delivery of oral care** via IHS revamped Priorities of Care initiative
- Oral Health Prevention, Control and Treatments that are **cost effective and sustainable** through customized reporting and metrics



# IHS EDR Program: Benefits to the IHS and Tribes

## Delivers

- Tailored commercial practices, **customized reports, features and workflows** to continuously adapt to the unique IHS ecosystem, honoring cultural approaches to business
- **State-of-the-art EDR technology**, maintaining cutting edge innovation to support
  - IHS' mission of raising the physical, mental, social, and spiritual health of AI/AN to the highest level
  - Recruitment and retention of much needed providers
- **Data**  
allowing leadership to develop **data-driven** policies and direct resources to improve AI/AN oral health





# IHS Medical Priority Levels\_ 2024 Policy

## IHS Oral Health Clinical Implications

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Oral health significantly affects overall health!

“You’re not healthy without good oral health!”

– Dr. C. Everett Koop, Surgeon General 1982-1989



## Integrating Direct & Referral Care



PRC services are meant to complement, not replace, direct care services.

# Purpose

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Restructure the PRC medical priorities plan to maximize the efficiency of resource allocation, promoting evidence-based strategies that balance the preventive, mental health, chronic, and acute care needs in our service population with the goal of improved patient satisfaction and health outcomes.



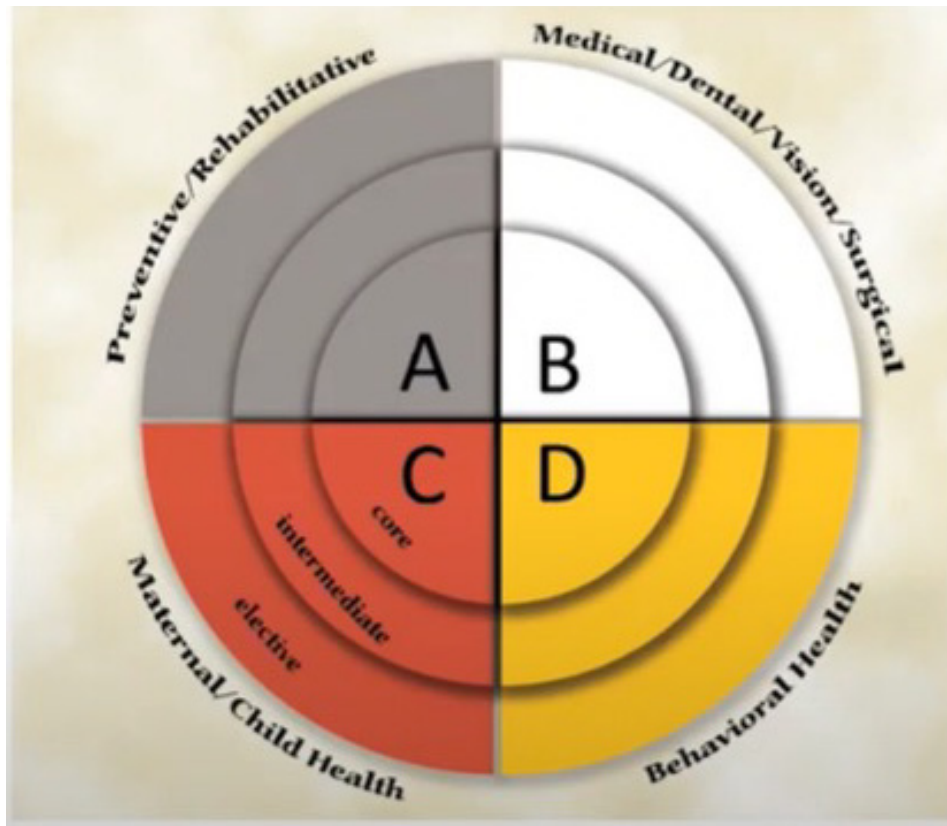
# Conceptual Framework- Restructuring

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- Previous Plan
  - Hierarchical list
  - Acute > Chronic/Elective > Preventive/Rehab
  - Prioritized treating complications over preventing disease
- Restructured Plan
  - Holistic, Integrated
  - Balanced
  - Evidence-based
  - Outcome-oriented
  - Consistent

# IHS Medical Priority Levels\_ 2024 Policy

[Medical Priorities | Purchased/Referred Care \(PRC\) \(ihs.gov\)](#)



## PRIORITY

Core = Essential

Intermediate = Necessary

Elective = Justifiable

## Categories and Priorities

### PRIORITIES

1. Core
2. Intermediate
3. Elective
4. Excluded

### CATEGORIES

- A. Preventive & Rehabilitative Services
- B. Medical, Dental, & Surgical Services
- C. Reproductive & Maternal/Child Health Services
- D. Behavioral Health Services

# BMC V4.0 PATCH 16- April 30, 2024

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1A = Core - Preventive/Rehabilitative

1B = Core - Medical/Dental/Vision/Surgical

1C = Core - Reproductive & Maternal/Child

1D = Core - Behavioral Health

2A = Intermediate - Preventive/Rehabilitative

2B = Intermediate - Medical/Dental/Vision/Surgical

2C = Intermediate - Reproductive & Maternal/Child

2D = Intermediate - Behavioral Health

3A = Elective - Preventive/Rehabilitative

3B = Elective - Medical/Dental/Vision/Surgical

3C = Elective - Reproductive & Maternal/Child

3D = Elective - Behavioral Health

4A = Excluded - Preventive/Rehabilitative

4B = Excluded - Medical/Dental/Vision/Surgical

4C = Excluded - Reproductive & Maternal/Child

4D = Excluded - Behavioral Health

# User's Guide

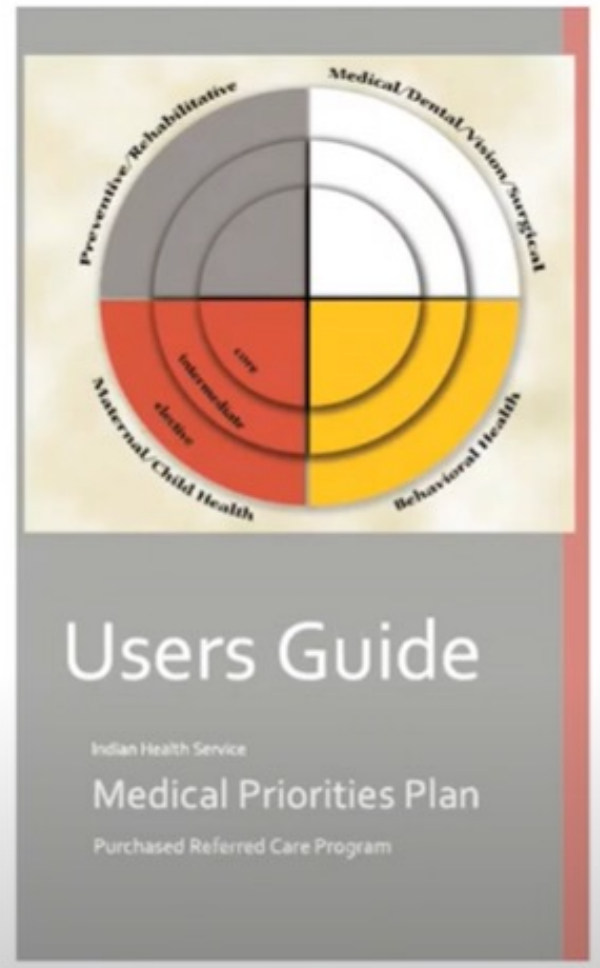
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## Personnel

- Facility Administrators
- PRC Management Committee
- PRC Staff
- Referring Providers

## Details

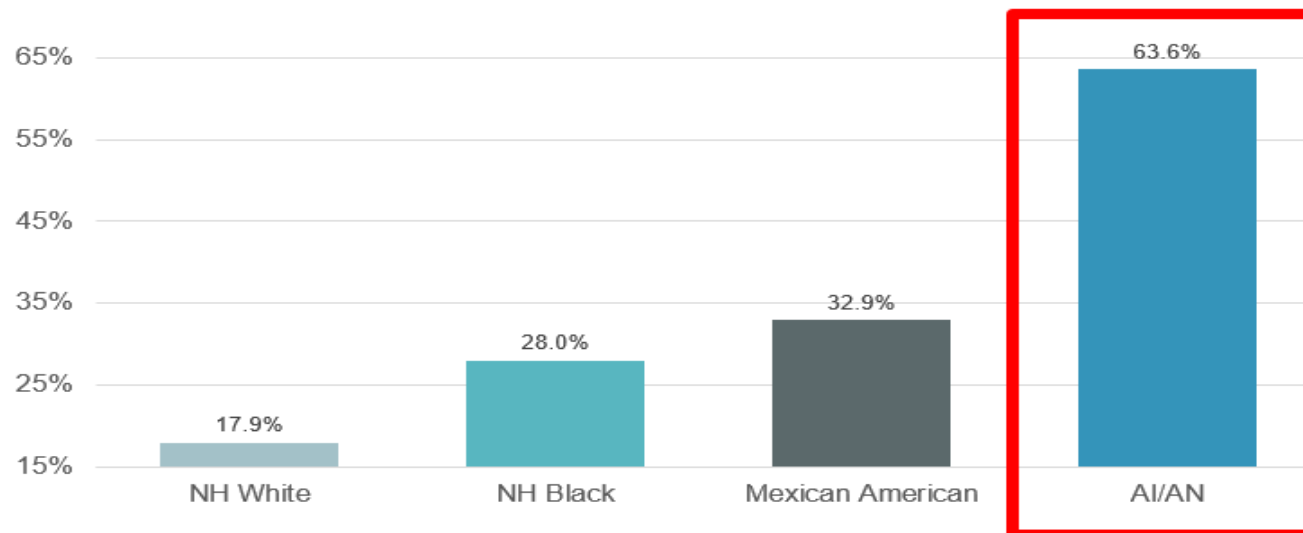
- Categories and Priorities
- Case Management Guidelines
- FAQs



# IHS CMO Reprioritization of IHS Priorities of Care (POC)

The IHS Chief Medical Officer has modified the IHS POC guidelines to improve access to care via IHS Purchase & Referred Care (PRC) program.

Percentage of children ages 2-5 with dental caries, 2011-2016 (AI/AN 2019)



**Pediatric oral health services** now a CORE (Priority 1/Essential) PRC service.





# IHS Priorities of Care - [Dental]

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## ➤ CORE (Priority 1/Essential) Services:

### ✓ Pediatric (0-18) Oral Health Services:

- Diagnostic, preventive, restorative, surgical, and orthodontic services

\*Listed under PRC Category C, Reproductive & Maternal/Child Health Services



# IHS Priorities of Care - [Dental]

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- INTERMEDIATE (Priority 2/Necessary) Services:
  - ✓ Adult Prosthodontic (Dentures, Crowns, and Bridges)
  - ✓ Periodontal (treatment of gum disease)
  - ✓ Endodontic (root canal treatment)

\*Listed under PRC Category B, Medical, Dental, Vision & Surgical Services.



# Stepwise Approach

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1. Develop a conceptual framework for restructuring PRC Medical Priorities (*Restructure, Efficiency, Resource Allocation*).
2. Establish a list of non-excluded clinical services for which referral within the IHS PRC program might be indicated (*Consistent*).
3. Populate each of the four PRC categories with clinical services meeting established criteria for core, intermediate, and elective care to serve as guidance for IHS PRC Programs (*Consistent*).
4. Prioritization process;
  - Follows the established criteria for core, intermediate, and elective services.
  - Seeks balance in each of the categories and priority levels. (*Balanced*)
  - Considers the unique needs of the IHS service population.
  - Aligns with relevant guidelines and/or the recommendations of professional organizations based on clinical evidence, or is otherwise supported by clinical evidence or third-party expert opinion. (*Evidence Based*)
5. Monitor impact of the restructuring process relative to its stated purpose (*Satisfaction, Outcomes*).



## Ensuring Data Capture

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- ❖ All referrals, regardless of payor source (e.g. Medicaid, Medicare, PI, PRC funds) should be entered in RCIS by priority and category of service.



# Taxonomy RPMS (ABQ Pilot 2016)

Referral: 2026141700036 Date Entered: OCT 7, 2016  
PATIENT: DEMO, PATIENT PCC VISIT: OCT 5, 2016@13:

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REQUESTING FACILITY: UTE MOUNTAIN UTE HEA Day Face Sheet? N  
REQUESTING PROVIDER: CLARK, MATTHEW MD  
REFERRAL TYPE: CHS PRIMARY PAYOR:  
INPATIENT/OUTPATIENT: CASE MANAGER: CLARK, MATTHEW MD  
APPT/ADM DATE&TIME: Insurance Auth No:  
PROVISIONAL DRG:  
ESTIMATED TOTAL REFERRAL COST: ESTIMATED IHS REFERRAL COST:  
Do you want to enter Eligibility Factors?: N  
PURPOSE/SERVICE REQUESTED:  
Referral SNOMED returns referral (procedure)  
PRIORITY: **30**  
ARE YOU SENDING ADDITIONAL MEDICAL INFORMATION WITH THE PATIENT?  
ICD DIAGNOSTIC CATEGORY:  
CPT PROCEDURE CATEGORY:



# Potential Benefits

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- **Program Evaluation**

- Assess balance of referrals
- Total referral volumes and trends
- Comparative referral volumes and trends (by Facility, Area)
- Reports to Management & Stakeholders
  - CEO, Governing Body, HQ, Tribes, and other Federal agencies (? VA)

- **Program Planning**

- Unmet Needs
- Budgeting
- Resource Allocation & Contract/Staffing Needs
- Tribal Consultation

- **Future Directions? (Requires NDW access)**

- Tie referral data to disease-specific trends & outcomes

# PRC Priorities Report- Data Set

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- Individual Facility Reports
  - Adherence to Taxonomy
  - Volume: Category and Priority
  - Volume Trends: Category and Priority
- IHS & Area Summary Reports
  - Volume: Category and Priority
  - Total Volume Quarterly Trend
  - Adherence to Taxonomy Quarterly Trend
  - Volume Trends: Category and Priority
  - Referral Percentage: Category and Priority
- IHS & Area Comparative Reports
  - Areas/Facilities by Category Volume
  - Areas/Facilities by Priority Volume
  - Areas/Facilities by Total Volume (Quarter and Trend)
  - Areas/Facilities by User Pop & Referral Volume as percentage of Area totals
  - IHS/Area Total by Priority

# PRC Priorities- Trend Reports

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- Facility and Area

- Trends by Category
- Trends by Priority
- Trends by Volume
- Trends by User Pop & Referral Volume as percentage of Area totals
- Comparative Trends (Facility Category, Priority, and Volume)



# Integrating Direct & Referral Care



# IHS EDR: adds Capability to measure Outcomes

The IHS EDR Program has created the **Oral Health Status (OHS)** measure:

**A prevention-oriented tool in IHS EDR to provide recording and tracking of oral health, leading to early diagnosis and timely intervention**

Decrease emergency room visits and medivac expenses

Reports access to care and overall oral health status of individual

Reduce number of serious oral infections

Multiple treatment outcome reporting capabilities



OHS Statistics								
Date Range: 4/9/2019 - 4/9/2021								
Age: *ALL*								
Clinics: *ALL*								
Providers: *ALL*								
Report Generated By: 1_KNUTS001								
04/04/2021	Page 1 of 1							
Age Statistics	OHS 1	OHS 2	OHS 3	OHS 4	OHS 5	OHS 6	NO OHS	Age Total
Patient(s) that are 0 to 2 years old	56	84	22	21	0	0	285	488
Patient(s) that are 3 to 4 years old	48	73	45	59	2	1	283	491
Patient(s) that are 5 to 6 years old	52	38	67	24	23	35	392	631
Patient(s) that are 7 to 8 years old	63	59	85	29	61	72	357	726
Patient(s) that are 9 to 10 years old	75	83	72	16	45	54	383	785
Patient(s) that are 11 to 12 years old	95	82	94	83	38	55	391	809
Patient(s) that are 13 to 14 years old	72	64	56	49	72	69	508	890
Patient(s) that are 15 to 16 years old	93	83	72	66	77	98	333	812
Patient(s) that are 17 to 20 years old	175	159	139	79	85	146	873	1686
Patient(s) that are 21 to 30 years old	352	487	425	201	138	254	2970	4633
Patient(s) that are 31 to 40 years old	1027	825	763	523	255	327	1895	6605
Patient(s) that are 41 to 50 years old	855	763	624	568	266	359	384	4130
Patient(s) that are 51 to 60 years old	634	670	581	349	317	451	719	3909
Patient(s) that are 61 to 70 years old	694	845	389	352	244	398	233	3115
Patient(s) that are 71 to 80 years old	351	362	285	157	81	467	144	1847
Patient(s) that are 81 years and older	74	69	120	82	44	82	1180	1707
Patient(s) without a birthday entered	0	0	0	0	0	0	15	15
<b>Total Number of Patients</b>	<b>4987</b>	<b>4784</b>	<b>4627</b>	<b>2660</b>	<b>1758</b>	<b>2839</b>	<b>11365</b>	<b>32420</b>

Emphasis on achieving positive health outcomes vs. 'counting services'



# IHS EDR Program Strategic *Goal* for [Oral] Health

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People are typically born in excellent oral health  
with no oral health disease.

Therefore, the overall mission to improve oral health is  
actually a charge to maintain the original excellent oral health.

**Prevention** is the key to overall ‘improvement’ of oral health



# IHS EDR Program Strategic *Plan* for [Oral] Health

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## IHS EDR Program overall strategy:

- **Prevention is the key to reduction in oral health disease:**
  - Education is paramount, starting with families and caregivers
  - Effective prevention ‘treatments’ that reduce risk of oral disease
- **Control & treatment of chronic oral disease:**
  - Identify those at risk of oral disease & ensure timely access to care
  - Track efficacy of disease prevention & treatment interventions
- **Provide data for IHS leadership to make informed decisions**



# **Purchased/Referred Care (PRC) Referral Workflow in IHS Dentrix Enterprise EDR**

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**Draft Workflow: [in effect July, 2024]**



# IHS DXE EDR PRC Workflow Overview



1. REQUEST CARE
2. DOCUMENT RESPONSE
3. UPDATE TREATMENT PLAN
4. DOCUMENT APPROVAL
5. ASSIGN FEE APPROVAL
6. SEND APPROVAL
7. RETURN SUPPORTING DOCUMENTS? (I.E. XRAYs)
8. TRANSMIT PRC UPDATE TO EHR
9. TRACK PRC COSTS

The IHS dental PRC referral process will likely have a different workflow than medical

# IHS PRC Workflow (Current State)

## 1. REQUEST CARE

IHS dental clinic refers patient to a civilian dental clinic for exam and treatment plan.

### Workflow Steps (a-n):

- a. In EDR Patient Chart, enter treatment planned procedure(s).
- b. Attach Referral and Status 'Routed for Review' to treatment planned procedure(s).
- c. Update Approval Status to 'Consultation Pending'.

## 2. DOCUMENT RESPONSE

Civilian dentist performs exam and sends treatment plan to IHS 'reviewer'.

### Considerations:

- Reviewer may be referring IHS clinic.
- Treatment plan should include x-rays?

## 3. UPDATE TREATMENT PLAN

Reviewer enters treatment plan into database (assume EDR).

- d. In EDR, update treatment planned procedure(s).
- e. Update Referral & Approval Statuses to 'Routed for Review'.

The IHS dental PRC referral process will likely have a different workflow than medical



# IHS PRC Workflow (Current State)

## 4. DOCUMENT APPROVAL

Reviewer approves or denies treatment plan (at CDT code level).

- f. Reviewer assigns approval or denial to procedure as Approval Status.
- g. If additional information is needed, the appropriate Approval Status is selected.
- h. Link approved or denied Approval Status to OHSC (displays as an added column in progress notes).\*

## 5. ASSIGN FEE APPROVAL

Reviewer documents authorization number and approved fee(s).

- i. Reviewer updates Referral Status to 'Approved', 'Denied', etc.
- j. Treatment Planner will display PRC fee schedule amount.\*\*  
\*\*Assumes fee schedule is standardized and available in the EDR.

## 6. SEND APPROVAL

Generate 'pre-authorization' approval letter. Should be formatted to read like an EOB.

- k. Reviewer generates approval notification.

\*Denotes future state; enhancement required

**The IHS dental PRC referral process will likely have a different workflow than medical**





# IHS PRC Workflow (Current State)

## 7. RETURN SUPPORTING DOCUMENTS (I.E. XRAYs)

If hard copy film, this process will be outside of the EDR.

As treatment is completed, procedures will be updated in EDR.

- l. Completed procedures are updated in the Patient Chart to an Existing Other status.
- m. Referral Status is updated once all treatment is completed.

## 8. TRANSMIT PRC UPDATE TO EHR

Interface message sends update to EHR.

- n. In EHR, message triggers payment to civilian provider.\*

## 9. TRACK PRC COSTS

EDR will have capability to track PRC care and costs.\*

\*Denotes future state; enhancement required

**The IHS dental PRC referral process will likely have a different workflow than medical**

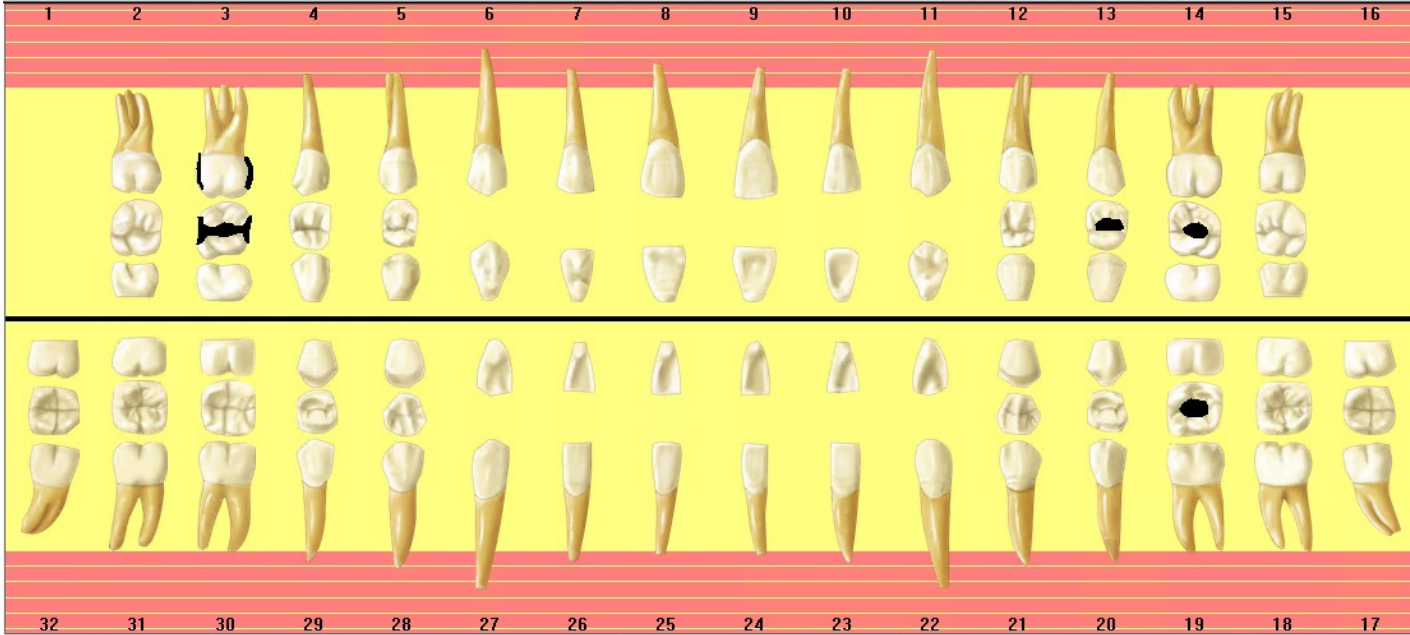


# **PRC Referral Tracking in IHS Dentrix Enterprise EDR**

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**Tracking PRC using the IHS DXE Referral &  
Approval Statuses**





	Diagnostic	Preventive
	Restorative	Endodontics
	Periodontics	Prosth, remov
	Maxillo Prosth	Implant Serv
	Prosth, Fixed	Oral Surgery
	Orthodontics	Adjunct Serv
	Conditions	IHS - Other
	EO	Ex
	Treat Plan	Complete
	Clear	

Chart Notes View

Date	Tooth	Surf	Proc	Prov	Clinic	Description	N	D	M	Stat	AP	Amount
08/10/2023				JKNU...	CENTRAL	Clinical Note						
08/10/2023	19	O	15105	43215...	CENTRAL	Caries/decay				CON		
08/10/2023	14	O	15105	43215...	CENTRAL	Caries/decay				CON		
08/10/2023	13	O	15105	43215...	CENTRAL	Caries/decay				CON		
08/10/2023	3	MOD	15105	43215...	CENTRAL	Caries/decay				CON		
04/18/2023				JKNU...	CENTRAL	Clinical Note						
04/18/2023	16		D7210	43215...	CENTRAL	Extract, erupted th, rem oth		D		C		0.00
04/18/2023	1		D7210	43215...	CENTRAL	Extract, erupted th, rem oth		D		C		0.00

Notes

Medical Alert:

Medications:

Allergies:

Since Last Visit:      Medical Alert:      No Change  
                                  Medications:      No Change  
                                  Allergies:      No Change

Pain Scale Type:      Numeric Pain Scale Pain Level:      0

Description:

Exam type: Periodic evaluation (D0120)

The dental team and patient confirmed identity and completed pre-procedural verification steps and time-out prior to initiating evaluation in accordance with Universal Protocol. Re-verification was continuous throughout the procedure, and Health history reviewed and medications reconciled.

- AP
- Treat Plan
- Completed
- Existing
- Conditions
- Exams
- Clinic Notes
- Consent Forms

# Step 1: Request Care

The IHS dental clinic refers the patient to a civilian dental clinic for exam and treatment plan.

Step 1a:

Enter Treatment  
Planned Procedure(s)

Progress Notes now  
lists procedure  
as "TP" (Treatment  
Planned)

(in red box)

The screenshot shows a dental software interface with a grid of tooth models. A red box highlights a procedure entry in the table below the grid. The table has columns for Date, Tooth, Surf, Proc, Prov, Clinic, Description, N, D, M, Stat, AP, and Amount. The highlighted entry is for tooth 21, dated 07/10/2024, with procedure code D3320, provider DR/SMITH, and description 'MOUNTAIN Root canal therapy - b...'. The status is 'TP' and the amount is 0.00. Below the table, a yellow box contains the text: '\*\*Priority of Care to be assigned at the CDT code level. This is EDR Future State; EDR Enhancement Required.'

Date	Tooth	Surf	Proc	Prov	Clinic	Description	N	D	M	Stat	AP	Amount
07/10/2024	21		D3320	DR/SMITH	MOUNTAIN	Root canal therapy - b...				TP		0.00
07/10/2024	21		I5115	DR/SMITH	MOUNTAIN	Periapical abscess				CON		

# Step 1b: Request Care

Step 1b:  
Attach Referral to  
Treatment Planned (TP)  
Procedure[s].

Procedure status is now  
“RTP” (Referred  
Treatment Plan)

Set Referral Status to:  
“Consultation Pending”

(refer to red boxed areas)

The screenshot displays a dental software interface with a denture chart and several windows. The denture chart shows a full set of teeth with a procedure planned for tooth 21. The 'Edit or Delete Procedure' window is open, showing details for procedure D3320 (Root canal therapy - bicuspid) performed by DRJSMITH on 07/10/2024. The 'Related Referral' section is highlighted with a red box, showing a referral to 'Endo (Endodontics)'. The 'Referral Status' dropdown menu is also highlighted with a red box, showing 'Consultation Pending' selected. The 'Diagnoses' field is empty, and the 'Reason For Referral' is 'D3310 - Root canal therapy - anterior'.

Date	Tooth	Surf	Proc	Prov	Clinic	Description	N	D	M	Stat	AP
07/10/2024	21		D3320	DRJSMITH	MOUNTAIN	Root canal therapy - b...				RTP	
07/10/2024	21		15115	DRJSMITH	MOUNTAIN	Periapical abscess					

# Step 1c: Request Care

Step 1c:  
Update  
Approval  
Status to  
'Consultation  
Pending'

The screenshot shows a dental software interface. On the left is a dental chart with a grid of teeth. On the right is an 'Edit or Delete Procedure' dialog box. The dialog box contains the following information:

- Operator: ENTERPRISE
- Date: 07/10/2024
- Procedure: D3320
- Clinic: MOUNTAIN
- Tooth: 21
- Amount: 0.00
- RVU: 0.00
- Provider: DRJSMITH
- Procedure Name: Root canal therapy - bicuspid
- Procedure Status: **C Consultation** (highlighted in a red box)
- Conditions: >>
- Diagnoses: >>
- Notes: >>
- Related Referral: Referred: TO: Endo (Endodontics)

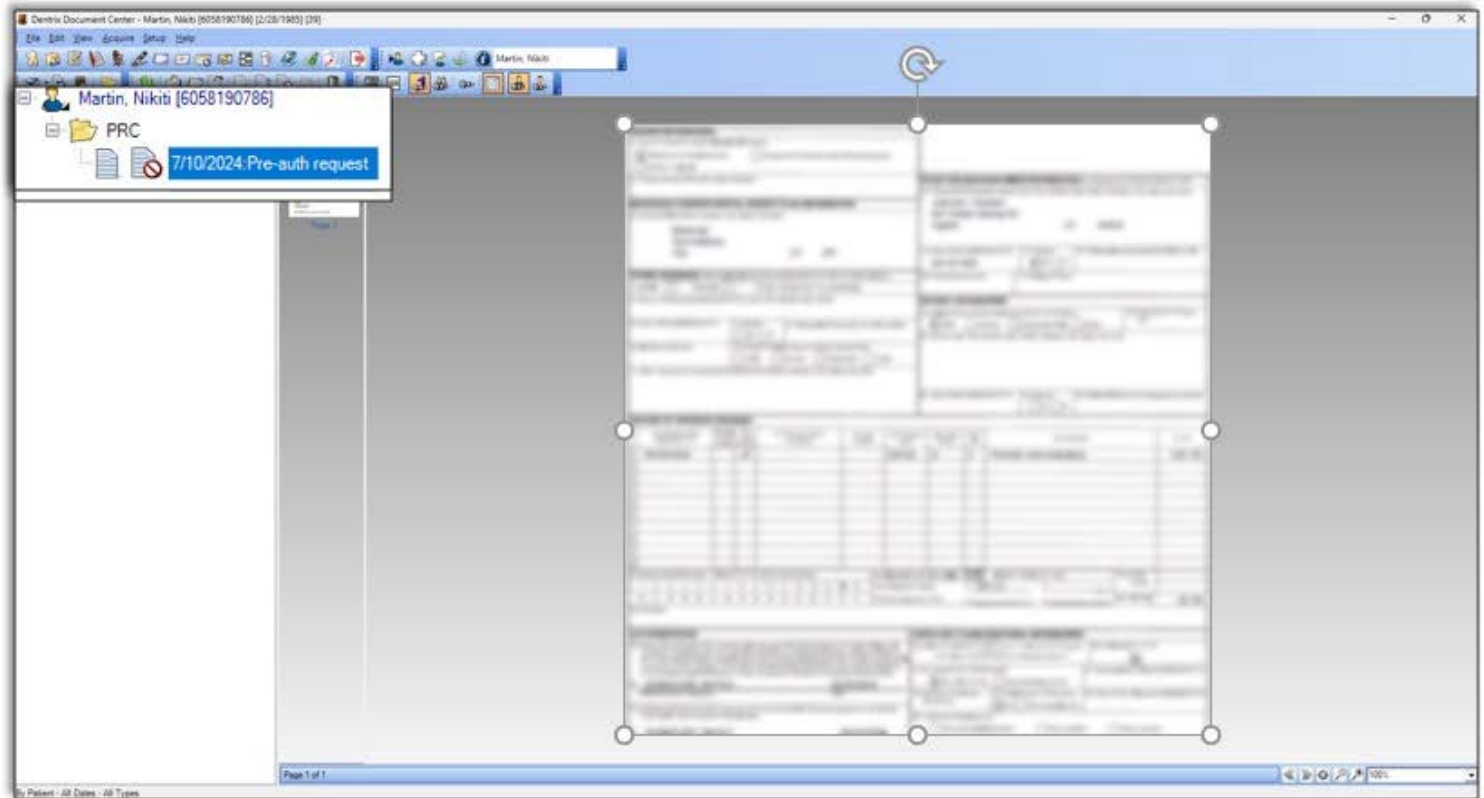
Date	Tooth	Surf	Proc	Prov	Clinic	Description	N	D	M	Stat	AP
07/10/2024	21		D3320	DRJSMITH	MOUNTAIN	Root canal therapy - b...				RTH	C
07/10/2024	21		15115	DRJSMITH	MOUNTAIN	Periapical abscess				CON	

## Step 2: Document Response

Civilian dentist performs exam and sends treatment plan to IHS 'reviewer'.

**Step 2:  
Scan or  
Import  
Treatment  
Plan in the  
Document  
Center**

*Consideration:  
Reviewer may  
be referring  
IHS clinic.*



# Step 3: Update Treatment Plan

Reviewer enters treatment plan into database (assume EDR).

**Step 3d:**  
**In EDR,**  
**update**  
**treatment**  
**planned**  
**procedure(s)**

Date	Tooth	Surf	Proc	Prov	Clinic	Description	N	D	M	Stat	AP	Amount
07/10/2024	21		D3320	DRJSMITH	MOUNTAIN	Root canal therapy - b...				RTP	C	0.00
07/10/2024	22		D3310	DRJSMITH	MOUNTAIN	Root canal therapy - a...				RTP		0.00
07/10/2024	21		15115	DRJSMITH	MOUNTAIN	Periapical abscess				CON		





# Step 3: Update Treatment Plan

Step 3e:  
Update Referral & Approval Statuses to 'Routed for Review'

The screenshot shows a dental software interface with a dental chart and a 'Select Referred To' dialog box. The chart displays teeth 21 and 22 with red lines indicating treatment. The dialog box has 'Referral Status' set to 'Routed for Review'.

Date	Tooth	Surf	Proc	Prov	Clinic	Description	N	D	M	Stat	AP	Amount
07/10/2024	21		D3320	DRJSMITH	MOUNTAIN	Root canal therapy - b...				RTP	0	0.00
07/10/2024	22		D3310	DRJSMITH	MOUNTAIN	Root canal therapy - a...				RTP	0	0.00
07/10/2024	21		15115	DRJSMITH	MOUNTAIN	Periapical abscess				CON		

# Step 4: Document Approval

Reviewer approves or denies treatment plan (at CDT code level).

**Step 4f :**  
**Reviewer**  
**assigns**  
**approval or**  
**denial to**  
**procedure as**  
**an Approval**  
**Status (AP)**

The screenshot shows a dental software interface with a treatment plan chart and an 'Edit or Delete Procedure' dialog box. The chart displays a grid of teeth with various procedures assigned. The dialog box is open for procedure D3320 on tooth 21, and the 'Procedure Status' is set to 'A APPROVEI'.

Date	Tooth	Surf	Proc	Prov	Clinic	Description	N	D	M	Stat	AP	Amount
07/10/2024	21		D3320	DRJSMITH	MOUNTAIN	Root canal therapy - b...				RTP	A	0.00
07/10/2024	22		D3310	DRJSMITH	MOUNTAIN	Root canal therapy - a...				RTP	R	0.00
07/10/2024	21		15115	DRJSMITH	MOUNTAIN	Periapical abscess				CON		



# Step 4: Document Approval

**Step 4g:**  
If additional information is needed, the appropriate Approval Status is selected

The screenshot shows a dental software interface. On the left is a dental chart with tooth icons. On the right is an 'Edit or Delete Procedure' dialog box. The dialog box contains fields for Operator (ENTERPRISE), Date (07/10/2024), Procedure (D3310), and Clinic (MOUNTAIN). A 'Procedure Status' dropdown menu is open, showing options: 'Treatment Plan Approval Status' (selected), 'R Return for I', 'Completed', 'Existing-Current Prov', and 'Existing-Other Prov'. Below the dialog box is a table with columns: Date, Tooth, Surf, Proc, Prov, Clinic, Description, N, D, M, Stat, AP, Amount.

Date	Tooth	Surf	Proc	Prov	Clinic	Description	N	D	M	Stat	AP	Amount
07/10/2024	21		D3320	DRJSMITH	MOUNTAIN	Root canal therapy - b...				RTP	A	0.00
07/10/2024	22		D3310	DRJSMITH	MOUNTAIN	Root canal therapy - a...				RTP	R	0.00
07/10/2024	21		15115	DRJSMITH	MOUNTAIN	Periapical abscess				CON		



# Step 4: Document Approval

**Step 4h:**  
**Link Approved or Denied Approval Status to OHSC (to display as an added column in DXE Progress notes)**

Date	Tooth	Surf	Proc	Prev	Clinic	Description	N	D	M	Amount
01/05/2024	01		D1140	DR/AM/ST	CENTRAL	Extract erupted th...				0.00
01/28/2024	25 F5		D0300	DR/ICA	VALLEY	Resin-one surface, ant...				70.00
01/28/2024	26 M5		D0310	DR/ICA	VALLEY	Resin-one surface, ant...				70.00
01/28/2024	14 M40		D0300	DR/ICA	VALLEY	Resin composite-2l, p...				310.00
01/28/2024			D0274	DR/ICA	VALLEY	Bite-wings-four films				0.00
01/28/2024			D0100	DR/ICA	VALLEY	Periodic oral evaluation				30.00
01/28/2024			D1110	DR/ICA	VALLEY	Prophylaxis-adult				0.00
01/28/2024			D0100	DR/ICA	VALLEY	Panoramic film				0.00

**Legend:**

**OHSC** – Oral Health Status Classification

**DRC** – Dental Readiness Classification

**Stat** – Status of Procedure

- **RTP** – Referred Treatment Plan  
Service Referred to another Dentist/Clinic

**AP** – Approval; Indicates if procedure is pending review, approved, denied, etc.

- **PLN** – Planned; procedure is pending review/approval

**\*OHSC assignment at the code level is EDR Future State; EDR Enhancement Required.**

# Step 5: Assign Fee Approval

Reviewer documents authorization number and approved fee(s).

**Step 5i:**  
Reviewer updates Referral Status to 'Approved', 'Denied', etc.

The screenshot shows a dental chart software interface. The top part is a grid of 32 tooth icons arranged in two rows of 16. The bottom part is a table with the following data:

Date	Tooth	Surf	Proc	Prov	Clinic	Description	N	D	M	Stat	AP
07/10/2024	21		D3320	DRJSMITH	MOUNTAIN	Root canal therapy - b...				RTP	A
07/10/2024	22		D3310	DRJSMITH	MOUNTAIN	Root canal therapy - a...				RTP	R
07/10/2024	21		15115	DRJSMITH	MOUNTAIN	Periapical abscess				CON	

The screenshot shows a 'Select Referred To' dialog box. The 'Referral Source' section has a search field and a list of specialties. The 'Referral Status' dropdown menu is highlighted with a red box and set to 'Partial Authorization'. Other fields include 'Provider: DRJSMITH', 'Patient Referred-To Date: 07/10/2024', 'Scheduled Date', 'Completed Date', and 'Days in Referred To: 0'. The 'Reason For Referral' section contains a list of reasons, including 'D3310 - Root canal therapy - anterior Approval #123456X; Approved Fee \$1,200'.

# Step 5: Assign Fee Approval

**Step 5j:**  
**Treatment Planner will track by OHSC and display PRC fee schedule amount.\*\***

*\*\*Assumes fee schedule is standardized and available in the EDR.*

The screenshot displays the 'Dentine Enterprise Treatment Planner' interface. The main window shows a 'Treatment Plan Case Setup' for a case created on 7/10/2024. The case status is 'Created: 7/10/2024' and the severity is 'Immediate'. A table lists procedures with columns for 'Th', 'Surf', 'Provider', and 'Description'. A red box highlights the procedure list, which includes:  
D3320: Root canal therapy - bicuspid (R>) [#21][A ]  
D3310: Root canal therapy - anterior (R>) [#22][R ]

Another red box highlights a fee schedule table with columns 'AP' and 'Other Fee':

AP	Other Fee
A	965.00
R	840.00
	\$1,805.00

The interface also features a dental arch diagram with numbered teeth (1-28) and a sidebar with navigation options like 'Insurance/Case Amounts', 'Supporting Information', 'Case Status History', and 'Settings'.

## Steps 6-7: Send Approval & Return Documents (if indicated)

Generate 'pre-authorization' approval letter. Should be formatted to read like an EOB.

### Step 6:

Reviewer  
generates  
approval  
Notification



### Step 7:

Return  
Supporting  
Documents



# Step 7: Update Completed Procedures

As treatment is completed, procedures will be updated in EDR.

**Step 7I:**  
**Completed procedures are marked as complete in the Patient Chart to display a Referred Complete (RC) status.**

Date	Tooth	Surf	Proc	Prov	Clinic	Description	N	D	M	Stat	AP	Amount
07/10/2024	22		D3310	DRJSMITH	MOUNTAIN	Root canal therapy - a...				RTP	R	0.00
07/10/2024	21		D3320	DRJSMITH	MOUNTAIN	Root canal therapy - b...				RC	A	
07/10/2024	21		D3112	DRJSMITH	MOUNTAIN	Periapical abscess				CON		





# Step 7: Update Completed Procedures

Step 7m:  
Referral Status  
is updated  
once all  
treatment is  
completed.

The screenshot shows a dental software interface with a denture chart and a 'Select Referred To' dialog box. The dialog box is open, showing a list of referral sources. The 'Referral Status' dropdown menu is highlighted with a red box and set to 'Completed'.

Name	Specialty
Endo	Endodontics
OR Referral	Surgery, Oral & Maxi
Oral, Surgeon	Surgery, Oral & Maxi
Ortho	Orthodontics
Pedo	Pediatrics Dentistry
Prostho	Prosthodontics

Provider: DRJSMITH >>

Patient Referred-To Date: 07/10/2024

Scheduled Date:

Referral Status: **Completed**

Completed Date:

Days in Referred To: 0

Reason For Referral:  
D3310 - Root canal therapy - anterior  
Approval #123456X; Approved Fee \$1,200

OK Cancel

# **Purchased/Referred Care (PRC) Payment & Cost**

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**Tracking PRC Funds**



## Step 8-9: Transmit PRC Update to EHR & Track PRC Costs

\*Denotes future state; Dentrix enhancement required.



**These slides depict current capabilities. The long-term goal is to streamline the IHS Dentrix Enterprise EDR and automate interoperability with IHS EHR system.**

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# Questions

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**What can we do to improve IHS EDR for you?**

**Joel Knutson**

**Contact: [ihseidr@ihs.gov](mailto:ihseidr@ihs.gov)**



