



State of West Virginia  
DEPARTMENT OF HEALTH AND HUMAN RESOURCES  
Office of Inspector General  
Board of Review  
Post Office Box 2590  
Fairmont, WV 26555-2590

Joe Manchin III  
Governor

Martha Yeager Walker  
Secretary

February 1, 2008

\_\_\_\_\_ for  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Dear Ms. \_\_\_\_\_:

Attached is a copy of the findings of fact and conclusions of law on your hearing held February 1, 2008. Your hearing request was based on the Department of Health and Human Resources' action to deny Medicaid payment for Orthodontic Services.

In arriving at a decision, the State Hearings Officer is governed by the Public Welfare Laws of West Virginia and the rules and regulations established by the Department of Health and Human Resources. These same laws and regulations are used in all cases to assure that all persons are treated alike.

Eligibility for the Medicaid program services is determined based on current regulations. One of these regulations state that orthodontic services are covered on a limited basis for Medicaid members whose malocclusions create a disability and impairs their physical development. Medicaid coverage for orthodontic services is provided based on medical necessity and is limited to dento-facial anomalies. This excludes impacted teeth, crowding, and cross bite cases.

The information submitted at your hearing fails to demonstrate that orthodontic services for your son are medically necessary.

It is the decision of the State Hearing Officer to **uphold** the action of the Department in denying your request for Medicaid payment of orthodontic services.

Sincerely,

Thomas E. Arnett  
State Hearing Officer  
Member, State Board of Review

cc: Erika H. Young, Chairman, Board of Review  
Evelyn Whidby, BMS

**WEST VIRGINIA DEPARTMENT OF HEALTH & HUMAN RESOURCES  
BOARD OF REVIEW**

\_\_\_\_\_,  
**Claimant,**

**v.**

**Action Number: 07-BOR-2646**

**West Virginia Department of  
Health and Human Resources,**

**Respondent.**

**DECISION OF STATE HEARING OFFICER**

**I. INTRODUCTION:**

This is a report of the State Hearing Officer resulting from a fair hearing concluded on February 1, 2008 for \_\_\_\_\_. This hearing was held in accordance with the provisions found in the Common Chapters Manual, Chapter 700 of the West Virginia Department of Health and Human Resources. This fair hearing was convened on February 1, 2008 on a timely appeal filed October 22, 2007.

**II. PROGRAM PURPOSE:**

The Program entitled Medicaid is set up cooperatively between the Federal and State governments and administered by the West Virginia Department of Health & Human Resources.

The 1965 Amendments to the Social Security Act established, under Title XIX, a Federal-State medical assistance program commonly known as Medicaid. The Department of Health and Human Resources administers the Medicaid Program in West Virginia in accordance with Federal Regulations. The Bureau for Medical Services is responsible for development of regulations to implement Federal and State requirements for the program. The Department of Health and Human Resources processes claims for reimbursements to providers participating in the program.

### **III. PARTICIPANTS:**

\_\_\_\_\_, Claimant's Mother / Representative

Stacy Hanshaw, RN, BMS

Dr. W. Christopher Taylor, D.D.S., Orthodontic Consultant for BMS

Presiding at the Hearing was Thomas E. Arnett, State Hearing Officer and a member of the State Board of Review.

### **IV. QUESTIONS TO BE DECIDED:**

The question to be decided is whether the Department was correct in its action to deny the Claimant's request for Medicaid to cover orthodontic services.

### **V. APPLICABLE POLICY:**

WV Medicaid Provider Manual, Chapter 500 (Covered Services, Limitations and Exclusions), Volume 5 (Dental Services), Section 524 (Prior Authorization Orthodontic Services)

### **VI. LISTING OF DOCUMENTARY EVIDENCE ADMITTED:**

#### **Department's Exhibits:**

Exhibit A Dental Manual, Chapter 500, Section 524 Prior Authorization Orthodontic Services (pages 1 & 2)

Exhibit B Information received from [REDACTED] DDS (page 3)

Exhibit C Notice of Denial for Dental Services dated October 22, 2007 (pages 4 & 5)

### **VII. FINDINGS OF FACT:**

- 1) On October 2, 2007, Dr. [REDACTED] D.D.S., completed a Request for Prior Authorization for Comprehensive Orthodontic Treatment (Exhibit B) on behalf of the Claimant and submitted it to the West Virginia Medical Institute (WVMI) to determine eligibility for Medicaid payment.
- 2) On or about October 22, 2007, the Claimant and Dr. [REDACTED] were notified via a Notice of Denial for Dental Services (Exhibit C, pages 4 & 5) that the Claimant's request for Medicaid payment of orthodontic (dental) services was denied. This notice states, in pertinent part:

A request for prior authorization was submitted for dental services.  
Based on the medical information provided, the request has been denied.

**Reason for Denial:** Documentation provided does not indicate medical necessity – specifically:

Overbite and overjet do not meet requirements

- 3) Dr. Taylor purported that he received and reviewed x-rays, a written report, photographs and a set of models. He indicated that he agreed with the written report and diagnosis that states the Claimant has a Class II Division I crowded-deep bite with dental midline deviation. The Class II in this case indicates that the lower molars bite just behind the ideal position with the upper molars. For this to meet the guidelines for eligibility, it must be a full cusp class II. The photos and the models fail to demonstrate that a full cusp Class II exists. The deep bite (over bite) must impinge into the tissue behind the front teeth (palate). The evidence does not support the finding that the Claimant has an impinging deep bite. Dr. Taylor indicated that while the appearance of the Claimant's teeth could be improved with orthodontic treatment, Medicaid payment of orthodontic services is limited to medically necessary criteria.
- 4) The Claimant's representative testified that her son's teeth have become more crowded, he complains of sore gums and he is very self-conscious. She stated that she simply cannot afford to pay for orthodontic services.
- 5) The WV Medicaid Provider Manual, Chapter 500 (Covered Services, Limitations and Exclusions), Volume 5 (Dental Services), Section 524 (Prior Authorization Orthodontic Services) states:

Orthodontic services are covered on a limited basis for Medicaid members less than 21 years of age, whose malocclusion creates a disability and impairs their physical development. Medicaid coverage for orthodontic services is provided based on medical necessity. However, because a member meets criteria submitted for consideration, does not mean that coverage is automatic. All requests for treatment are subject to prior approval review by the Bureau's contracting agency. Treatment is routinely accomplished through fixed appliance therapy and maintenance visits.

NOTE: Orthognathic surgical procedures associated with orthodontic treatment will be covered even if the member exceeds 21 years of age if the needed surgery is documented in the original orthodontic request and is requested before the member becomes 21 years of age.

Medically necessary orthodontic coverage is limited to services for dento-facial anomalies. This excludes impacted teeth, crowding, and cross bites. The following situations, with supporting documentation, will be considered for coverage:

- Member with syndromes or craniofacial anomalies such as cleft palate, Alperst Syndrome or craniofacial dysplasia
- Severe malocclusion associated with dento-facial deformity. (e.g., a patient with a full cusp Class II malocclusion with a demonstrable impinging overbite into the palate).

### **VIII. CONCLUSIONS OF LAW:**

- 1) Medicaid Policy provides that orthodontic services are covered on a limited basis for Medicaid members whose malocclusions create a disability and impairs their physical development. Medicaid coverage for orthodontic services is provided based on medical necessity and is limited to dento-facial anomalies. This excludes impacted teeth, crowding, and cross bite cases. Only Medicaid eligible individuals with syndromes or craniofacial anomalies such as cleft palate, Alperst Syndrome or craniofacial dysplasia OR severe malocclusion associated with dento-facial deformity (e.g., a patient with a full cusp Class II malocclusion with a demonstrable impinging overbite into the palate) will be considered for coverage.
- 2) The evidence fails to demonstrate that the Claimant meets the medical necessity criteria required for Medicaid payment of orthodontic services.

### **IX. DECISION:**

After reviewing the applicable policy and regulations, it is the decision of the State Hearing Officer to **uphold** the action of the Agency in denying the Claimant's request for Medicaid payment of orthodontic services.

### **X. RIGHT OF APPEAL:**

See Attachment

### **XI. ATTACHMENTS:**

The Claimant's Recourse to Hearing Decision  
Form IG-BR-29

**ENTERED this 1<sup>st</sup> Day of February, 2008.**

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**Thomas E. Arnett  
State Hearing Officer**