

Topic: Confirmation of dental benefits and pre-authorisation

Confirmation of dental benefits and pre-authorisation: What you need to know

Confirmation of benefits

Did you know that there are Time Rules that apply to your dental benefits? This means that if a claim was paid for a certain treatment, the applicable benefit might only be available again after a specified period. One example is claims for scaling and polishing (code 8159) that are covered only once in 6 months on most options; i.e. the treatment dates should be 180 days or more apart. These types of protocols and limitations are in place to ensure that your benefits are available for clinically appropriate treatment when you need it the most.

Before any treatment starts, ensure that the dental practice contacts DENIS on **0860 104 926** to confirm if benefits are available for the specific codes applicable to the planned treatment. Keep in mind that if the practice is not part of the DENIS Dental Network, they might charge above the KeyHealth Dental Tariff. The DENIS service consultant will generate a quote so that you know exactly what amounts are covered by KeyHealth; and what amounts are payable by you.

Dental authorisations

The claims for certain dental procedures* will only be considered for payment if authorisation is obtained before the treatment is done.

If your dentist plans a dental procedure that is subject to authorisation, ask the practice to contact DENIS, or phone us on **0860 104 926**, or send us an email*.

Each type of procedure has its own set of requirements for authorisation. To ensure that there is no unnecessary delay in the authorisation process, visit the DENIS website (www.denis.co.za) to find out if you have all the required information available.

Feedback will be provided to you telephonically or on an authorisation letter within five working days.

*Pre-authorisation is required for the following dental procedures/treatment

Dentures

- Plastic dentures
- Partial metal (chrome cobalt) frame dentures

Email: customercare@denis.co.za

Specialised dentistry

- Crown and bridge
Email: crowns@denis.co.za
- Implants
Email: ortho@denis.co.za
- Orthodontics
Email: ortho@denis.co.za
- Periodontics
Email: perio@denis.co.za

Moderate or deep sedation in the dental rooms

- Benefit limited to extensive dental treatment

Email: hospitalenq@denis.co.za

Hospitalisation / General anaesthetic

- Benefit available for children under the age of 5 years for extensive dental treatment, and for the removal of impacted teeth

Email: hospitalenq@denis.co.za