



## Arkansas Statistics for DBP Commercial Plans Pre-Service Case Review

The following information is provided to comply with a regulatory requirement for the state of Arkansas to disclose information for services that require pre-service review. The following chart includes the number of services that have received approvals, denials and partial approvals for Q2 of 2025.

REVIEW TYPE	(All)
DECISION REASON	(All)
PROVIDER SPECIALTY	(All)
PROCEDURE CODE	(All)

  

	SERVICE CATEGORY
Adjunctive General Services	113
Diagnostic	63
Endodontics	26
Implant Services	93
Oral Surgery	275
Orthodontics	6
Periodontics	93
Preventive	44
Prosthodontics, Fixed	75
Prosthodontics, Removable	30
Restorative	427
Grand Total	1245

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SERVICE CATEGORY	REVIEW OUTCOME	DECISION REASON	REVIEW TYPE	PROVIDER SPECIALTY	PROCEDURE CODE
Periodontics	Denial	Exceeds the Scheduled Rate	Administrative	General Dentistry	D4921
Periodontics	Denial	Exceeds the Scheduled Rate	Administrative	General Dentistry	D4921
Periodontics	Denial	Exceeds the Scheduled Rate	Administrative	General Dentistry	D4921
Periodontics	Denial	Frequency limitation (DPPY)	Administrative	General Dentistry	D4341
Periodontics	Denial	Frequency limitation (DPPY)	Administrative	General Dentistry	D4341
Periodontics	Denial	Frequency limitation (DPPY)	Administrative	General Dentistry	D4342
Periodontics	Denial	Mixed Bag Fee Schedule Exists	Administrative	General Dentistry	D4341
Periodontics	Denial	Mixed Bag Fee Schedule Exists	Administrative	General Dentistry	D4341
Periodontics	Denial	Mixed Bag Fee Schedule Exists	Administrative	General Dentistry	D4341
Periodontics	Denial	Not a Covered Service	Administrative	General Dentistry	D4999
Periodontics	Denial	Not Assigned	Administrative	General Dentistry	D4341
Periodontics	Denial	Not Assigned	Administrative	General Dentistry	D4341
Periodontics	Denial	Not Assigned	Administrative	General Dentistry	D4341
Periodontics	Denial	Not Assigned	Administrative	General Dentistry	D4341
Periodontics	Denial	Not Assigned	Administrative	General Dentistry	D4341
Periodontics	Denial	Not Assigned	Administrative	General Dentistry	D4381
Periodontics	Denial	Not Assigned	Administrative	General Dentistry	D4910
Periodontics	Denial	Not Assigned	Administrative	General Dentistry	D4910
Periodontics	Denial	Procedure ineligible due to UTED	Administrative	General Dentistry	D4355
Periodontics	Denial	Request is denied. Records did not include pre-treatment x-rays.	Clinical	General Dentistry	D4261
Preventive	Denial	Exceeds Maximum (CMM)	Administrative	General Dentistry	D1351
Preventive	Denial	Exceeds the allowable amount (R&C Rate)	Administrative	General Dentistry	D1110
Preventive	Denial	Exceeds the allowable amount (R&C Rate)	Administrative	General Dentistry	D1110
Preventive	Denial	Exceeds the allowable amount (R&C Rate)	Administrative	General Dentistry	D1110
Preventive	Denial	Exceeds the allowable amount (R&C Rate)	Administrative	General Dentistry	D1110
Preventive	Denial	Exceeds the allowable amount (R&C Rate)	Administrative	General Dentistry	D1110
Preventive	Denial	Exceeds the allowable amount (R&C Rate)	Administrative	General Dentistry	D1110
Preventive	Denial	Exceeds the allowable amount (R&C Rate)	Administrative	Orthodontist	D1110
Preventive	Denial	Exceeds the allowable amount (R&C Rate)	Administrative	Orthodontist	D1351
Preventive	Denial	Exceeds the allowable amount (R&C Rate)	Administrative	Orthodontist	D1351
Preventive	Denial	Exceeds the allowable amount (R&C Rate)	Administrative	Pediatric Dentistry	D1351
Preventive	Denial	Exceeds the allowable amount (R&C Rate)	Administrative	Pediatric Dentistry	D1351
Preventive	Denial	Exceeds the allowable amount (R&C Rate)	Administrative	Pediatric Dentistry	D1351
Preventive	Denial	Exceeds the allowable amount (R&C Rate)	Administrative	Pediatric Dentistry	D1517
Preventive	Denial	Exceeds the Scheduled Rate	Administrative	General Dentistry	D1110
Preventive	Denial	Exceeds the Scheduled Rate	Administrative	General Dentistry	D1110
Preventive	Denial	Exceeds the Scheduled Rate	Administrative	General Dentistry	D1110
Preventive	Denial	Exceeds the Scheduled Rate	Administrative	General Dentistry	D1351
Preventive	Denial	Exceeds the Scheduled Rate	Administrative	General Dentistry	D1351
Preventive	Denial	Exceeds the Scheduled Rate	Administrative	General Dentistry	D1351
Preventive	Denial	Exceeds the Scheduled Rate	Administrative	General Dentistry	D1351
Preventive	Denial	Exceeds the Scheduled Rate	Administrative	General Dentistry	D1351
Preventive	Denial	Exceeds the Scheduled Rate	Administrative	General Dentistry	D1351
Preventive	Denial	Exceeds the Scheduled Rate	Administrative	General Dentistry	D1351
Preventive	Denial	Exceeds the Scheduled Rate	Administrative	General Dentistry	D1354
Preventive	Denial	Exceeds the Scheduled Rate	Administrative	General Dentistry	D1354
Preventive	Denial	Exceeds the Scheduled Rate	Administrative	General Dentistry	D1354
Preventive	Denial	Exceeds the Scheduled Rate	Administrative	General Dentistry	D1354
Preventive	Denial	Exceeds the Scheduled Rate	Administrative	General Dentistry	D1354
Preventive	Denial	Exceeds the Scheduled Rate	Administrative	General Dentistry	D1354
Preventive	Denial	Exceeds the Scheduled Rate	Administrative	Pediatric Dentistry	D1351
Preventive	Denial	Exceeds the Scheduled Rate	Administrative	Pediatric Dentistry	D1351
Preventive	Denial	Exceeds the Scheduled Rate	Administrative	Pediatric Dentistry	D1351
Preventive	Denial	Member age not within procedure norm	Administrative	General Dentistry	D1206
Preventive	Denial	Member age not within procedure norm	Administrative	General Dentistry	D1206
Preventive	Denial	Member age not within procedure norm	Administrative	General Dentistry	D1206
Preventive	Denial	Member age not within procedure norm	Administrative	General Dentistry	D1206
Preventive	Denial	Member age not within procedure norm	Administrative	General Dentistry	D1206
Preventive	Denial	Member age not within procedure norm	Administrative	General Dentistry	D1206
Preventive	Denial	Not Assigned	Administrative	General Dentistry	D1110
Preventive	Denial	Not Assigned	Administrative	General Dentistry	D1110
Preventive	Denial	Not Assigned	Administrative	General Dentistry	D1110
Preventive	Denial	Not Assigned	Administrative	General Dentistry	D1110
Preventive	Denial	Not Assigned	Administrative	General Dentistry	D1206
Prosthodontics, Fixed	Approval	BENEFITS ARE RECOMMENDED - Based on submitted documentation, benefits are recommended for the requested procedure.?	Clinical	General Dentistry	D6240
Prosthodontics, Fixed	Approval	BENEFITS ARE RECOMMENDED - Based on submitted documentation, benefits are recommended for the requested procedure.?	Clinical	General Dentistry	D6240
Prosthodontics, Fixed	Approval	BENEFITS ARE RECOMMENDED - Based on submitted documentation, benefits are recommended for the requested procedure.?	Clinical	General Dentistry	D6245
Prosthodontics, Fixed	Approval	BENEFITS ARE RECOMMENDED - Based on submitted documentation, benefits are recommended for the requested procedure.?	Clinical	General Dentistry	D6245
Prosthodontics, Fixed	Approval	BENEFITS ARE RECOMMENDED - Based on submitted documentation, benefits are recommended for the requested procedure.?	Clinical	General Dentistry	D6245



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SERVICE CATEGORY	REVIEW OUTCOME	DECISION REASON	REVIEW TYPE	PROVIDER SPECIALTY	PROCEDURE CODE
Prosthodontics, Fixed	Approval	BENEFITS ARE RECOMMENDED - Based on submitted documentation, benefits are recommended for the requested procedure.?	Clinical	General Dentistry	D6740
Prosthodontics, Fixed	Approval	BENEFITS ARE RECOMMENDED - Based on submitted documentation, benefits are recommended for the requested procedure.?	Clinical	General Dentistry	D6740
Prosthodontics, Fixed	Approval	BENEFITS ARE RECOMMENDED - Based on submitted documentation, benefits are recommended for the requested procedure.?	Clinical	General Dentistry	D6740
Prosthodontics, Fixed	Approval	BENEFITS ARE RECOMMENDED - Based on submitted documentation, benefits are recommended for the requested procedure.?	Clinical	General Dentistry	D6740
Prosthodontics, Fixed	Approval	BENEFITS ARE RECOMMENDED - Based on submitted documentation, benefits are recommended for the requested procedure.?	Clinical	General Dentistry	D6740
Prosthodontics, Fixed	Approval	BENEFITS ARE RECOMMENDED - Based on submitted documentation, benefits are recommended for the requested procedure.?	Clinical	General Dentistry	D6750
Prosthodontics, Fixed	Approval	BENEFITS ARE RECOMMENDED - Based on submitted documentation, benefits are recommended for the requested procedure.?	Clinical	General Dentistry	D6750
Prosthodontics, Fixed	Denial	Bridge request is alternately approved to a partial denture. Records show many missing or teeth that cannot be restorable in this arch.	Clinical	General Dentistry	D6245
Prosthodontics, Fixed	Denial	Bridge request is alternately approved to a partial denture. Records show many missing or teeth that cannot be restorable in this arch.	Clinical	General Dentistry	D6245
Prosthodontics, Fixed	Denial	Decreased Dental allowable	Administrative	General Dentistry	D6245
Prosthodontics, Fixed	Denial	Decreased Dental allowable	Administrative	General Dentistry	D6245
Prosthodontics, Fixed	Denial	Decreased Dental allowable	Administrative	General Dentistry	D6740
Prosthodontics, Fixed	Denial	Decreased Dental allowable	Administrative	General Dentistry	D6740
Prosthodontics, Fixed	Denial	Decreased Dental allowable	Administrative	General Dentistry	D6740
Prosthodontics, Fixed	Denial	Exceeds the allowable amount (R&C Rate)	Administrative	General Dentistry	D6240
Prosthodontics, Fixed	Denial	Exceeds the allowable amount (R&C Rate)	Administrative	General Dentistry	D6245
Prosthodontics, Fixed	Denial	Exceeds the allowable amount (R&C Rate)	Administrative	General Dentistry	D6245
Prosthodontics, Fixed	Denial	Exceeds the allowable amount (R&C Rate)	Administrative	General Dentistry	D6740
Prosthodontics, Fixed	Denial	Exceeds the allowable amount (R&C Rate)	Administrative	General Dentistry	D6740
Prosthodontics, Fixed	Denial	Exceeds the allowable amount (R&C Rate)	Administrative	General Dentistry	D6740
Prosthodontics, Fixed	Denial	Exceeds the allowable amount (R&C Rate)	Administrative	General Dentistry	D6740
Prosthodontics, Fixed	Denial	Exceeds the allowable amount (R&C Rate)	Administrative	General Dentistry	D6750
Prosthodontics, Fixed	Denial	Exceeds the allowable amount (R&C Rate)	Administrative	General Dentistry	D6750
Prosthodontics, Fixed	Denial	Exceeds the Scheduled Rate	Administrative	General Dentistry	D6242
Prosthodontics, Fixed	Denial	Exceeds the Scheduled Rate	Administrative	General Dentistry	D6245
Prosthodontics, Fixed	Denial	Exceeds the Scheduled Rate	Administrative	General Dentistry	D6245
Prosthodontics, Fixed	Denial	Exceeds the Scheduled Rate	Administrative	General Dentistry	D6245
Prosthodontics, Fixed	Denial	Exceeds the Scheduled Rate	Administrative	General Dentistry	D6740
Prosthodontics, Fixed	Denial	Exceeds the Scheduled Rate	Administrative	General Dentistry	D6740
Prosthodontics, Fixed	Denial	Exceeds the Scheduled Rate	Administrative	General Dentistry	D6740
Prosthodontics, Fixed	Denial	Exceeds the Scheduled Rate	Administrative	General Dentistry	D6740
Prosthodontics, Fixed	Denial	Exceeds the Scheduled Rate	Administrative	General Dentistry	D6752
Prosthodontics, Fixed	Denial	Exceeds the Scheduled Rate	Administrative	General Dentistry	D6752
Prosthodontics, Fixed	Denial	Member age not within procedure norm	Administrative	General Dentistry	D6240
Prosthodontics, Fixed	Denial	Member age not within procedure norm	Administrative	General Dentistry	D6750
Prosthodontics, Fixed	Denial	Member age not within procedure norm	Administrative	General Dentistry	D6750
Prosthodontics, Fixed	Denial	Not a Covered Service	Administrative	General Dentistry	D6999
Prosthodontics, Fixed	Denial	Retainer crown is alternately approved to a single crown. This is because a partial denture was approved in place of a bridge.	Clinical	General Dentistry	D6740
Prosthodontics, Fixed	Denial	Retainer request is denied. It is only needed to support the bridge. The bridge is not covered by your dental plan or not approved.	Clinical	General Dentistry	D6740
Prosthodontics, Fixed	Denial	Retainer request is denied. It is only needed to support the bridge. The bridge is not covered by your dental plan or not approved.	Clinical	General Dentistry	D6740
Prosthodontics, Fixed	Denial	Retainer request is denied. It is only needed to support the bridge. The bridge is not covered by your dental plan or not approved.	Clinical	General Dentistry	D6740
Prosthodontics, Removable	Approval	BENEFITS ARE RECOMMENDED - Based on submitted documentation, benefits are recommended for the requested procedure.?	Clinical	General Dentistry	D5226
Prosthodontics, Removable	Denial	Dental procedure not valid for teeth	Administrative	General Dentistry	D5212
Prosthodontics, Removable	Denial	Dental procedure not valid for teeth	Administrative	General Dentistry	D5214
Prosthodontics, Removable	Denial	Dental procedure not valid for teeth	Administrative	Pediatric Dentistry	D5225
Prosthodontics, Removable	Denial	Dental procedure not valid for teeth	Administrative	Pediatric Dentistry	D5226
Prosthodontics, Removable	Denial	Exceeds frequency	Administrative	General Dentistry	D5225
Prosthodontics, Removable	Denial	Exceeds Maximum (CMM)	Administrative	General Dentistry	D5865
Prosthodontics, Removable	Denial	Exceeds Maximum (CMM)	Administrative	General Dentistry	D5865
Prosthodontics, Removable	Denial	Exceeds the allowable amount (R&C Rate)	Administrative	General Dentistry	D5110
Prosthodontics, Removable	Denial	Exceeds the allowable amount (R&C Rate)	Administrative	General Dentistry	D5120
Prosthodontics, Removable	Denial	Exceeds the allowable amount (R&C Rate)	Administrative	General Dentistry	D5130
Prosthodontics, Removable	Denial	Exceeds the allowable amount (R&C Rate)	Administrative	General Dentistry	D5130
Prosthodontics, Removable	Denial	Exceeds the allowable amount (R&C Rate)	Administrative	General Dentistry	D5140
Prosthodontics, Removable	Denial	Exceeds the allowable amount (R&C Rate)	Administrative	General Dentistry	D5211
Prosthodontics, Removable	Denial	Exceeds the allowable amount (R&C Rate)	Administrative	General Dentistry	D5213
Prosthodontics, Removable	Denial	Exceeds the allowable amount (R&C Rate)	Administrative	General Dentistry	D5214

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SERVICE CATEGORY	REVIEW OUTCOME	DECISION REASON	REVIEW TYPE	PROVIDER SPECIALTY	PROCEDURE CODE
Restorative	Denial	Buildup has been denied. Records do not show large loss of tooth under the crown. Alternate benefit to a restorative foundation granted.	Clinical	General Dentistry	D2950
Restorative	Denial	Buildup has been denied. Records do not show large loss of tooth under the crown. Alternate benefit to a restorative foundation granted.	Clinical	General Dentistry	D2950
Restorative	Denial	Crown or onlay request is alternately approved to a filling. Records do not show 50% loss of tooth or loss of cusp from decay or damage.	Clinical	General Dentistry	D2740
Restorative	Denial	Crown or onlay request is alternately approved to a filling. Records do not show 50% loss of tooth or loss of cusp from decay or damage.	Clinical	General Dentistry	D2740
Restorative	Denial	Crown or onlay request is alternately approved to a filling. Records do not show 50% loss of tooth or loss of cusp from decay or damage.	Clinical	General Dentistry	D2740
Restorative	Denial	Crown or onlay request is alternately approved to a filling. Records do not show 50% loss of tooth or loss of cusp from decay or damage.	Clinical	General Dentistry	D2740
Restorative	Denial	Crown or onlay request is alternately approved to a filling. Records do not show 50% loss of tooth or loss of cusp from decay or damage.	Clinical	General Dentistry	D2740
Restorative	Denial	Crown or onlay request is alternately approved to a filling. Records do not show 50% loss of tooth or loss of cusp from decay or damage.	Clinical	General Dentistry	D2740
Restorative	Denial	Crown or onlay request is alternately approved to a filling. Records do not show 50% loss of tooth or loss of cusp from decay or damage.	Clinical	General Dentistry	D2740
Restorative	Denial	Crown or onlay request is alternately approved to a filling. Records do not show 50% loss of tooth or loss of cusp from decay or damage.	Clinical	General Dentistry	D2740
Restorative	Denial	Crown or onlay request is alternately approved to a filling. Records do not show 50% loss of tooth or loss of cusp from decay or damage.	Clinical	Orthodontist	D2740
Restorative	Denial	Crown or onlay request is alternately approved to a filling. Records do not show 50% loss of tooth or loss of cusp from decay or damage.	Clinical	Orthodontist	D2740
Restorative	Denial	Crown or onlay request is denied. Records did not show cracked tooth syndrome or did not explain why a filling would not fix the fracture.	Clinical	General Dentistry	D2740
Restorative	Denial	Crown or onlay request is denied. Records did not show cracked tooth syndrome or did not explain why a filling would not fix the fracture.	Clinical	General Dentistry	D2740
Restorative	Denial	Crown or onlay request is denied. Records do not show decay or fracture of more than 50% of your tooth or a broken off cusp.	Clinical	General Dentistry	D2750
Restorative	Denial	Crown or onlay request is denied. Records do not show decay or fracture of more than 50% of your tooth or a broken off cusp.	Clinical	Orthodontist	D2783
Restorative	Denial	Crown or onlay request is denied. Records do not show decay or fracture of more than 50% of your tooth or a broken off cusp.	Clinical	Orthodontist	D2783
Restorative	Denial	Crown or onlay request is denied. Records do not show decay or fracture of more than 50% of your tooth or a broken off cusp.	Clinical	Orthodontist	D2783
Restorative	Denial	Crown or onlay request is denied. Records do not show decay or fracture of more than 50% of your tooth or a broken off cusp.	Clinical	Orthodontist	D2783
Restorative	Denial	Crown or onlay request is denied. Records do not show decay or fracture of more than 50% of your tooth or a broken off cusp.	Clinical	Orthodontist	D2783
Restorative	Denial	Crown or onlay request is denied. Records do not show decay or fracture of more than 50% of your tooth or a broken off cusp.	Clinical	Orthodontist	D2783
Restorative	Denial	Crown or onlay request is denied. Records do not show decay or fracture of more than 50% of your tooth or a broken off cusp.	Clinical	Orthodontist	D2783
Restorative	Denial	Crown or onlay request is denied. Records show this treatment appears to be for preventive reasons and not to treat active dental disease.	Clinical	General Dentistry	D2740
Restorative	Denial	Crown or onlay request is denied. Records show this treatment appears to be for preventive reasons and not to treat active dental disease.	Clinical	General Dentistry	D2740
Restorative	Denial	Crown or onlay request is denied. Records show this treatment appears to be for preventive reasons and not to treat active dental disease.	Clinical	General Dentistry	D2740
Restorative	Denial	Crown or onlay request is denied. Records show this treatment appears to be for preventive reasons and not to treat active dental disease.	Clinical	General Dentistry	D2740
Restorative	Denial	Crown or onlay request is denied. Records show this treatment appears to be for preventive reasons and not to treat active dental disease.	Clinical	General Dentistry	D2740
Restorative	Denial	Crown or onlay request is denied. Records show this treatment appears to be for preventive reasons and not to treat active dental disease.	Clinical	General Dentistry	D2740
Restorative	Denial	Decreased Dental allowable	Administrative	Endodontist	D2950
Restorative	Denial	Decreased Dental allowable	Administrative	General Dentistry	D2740



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SERVICE CATEGORY	REVIEW OUTCOME	DECISION REASON	REVIEW TYPE	PROVIDER SPECIALTY	PROCEDURE CODE
Restorative	Denial	Treatment request is denied. This service is secondary to a primary treatment that has not been approved.	Clinical	General Dentistry	D2950
Restorative	Denial	Treatment request is denied. This service is secondary to a primary treatment that has not been approved.	Clinical	General Dentistry	D2950
Restorative	Denial	Treatment request is denied. This service is secondary to a primary treatment that has not been approved.	Clinical	General Dentistry	D2950
Restorative	Denial	Treatment request is denied. This service is secondary to a primary treatment that has not been approved.	Clinical	General Dentistry	D2950
Restorative	Denial	Treatment request is denied. This service is secondary to a primary treatment that has not been approved.	Clinical	General Dentistry	D2950
Restorative	Denial	Treatment request is denied. This service is secondary to a primary treatment that has not been approved.	Clinical	General Dentistry	D2950
Restorative	Denial	Treatment request is denied. This service is secondary to a primary treatment that has not been approved.	Clinical	General Dentistry	D2950
Restorative	Denial	Treatment request is denied. This service is secondary to a primary treatment that has not been approved.	Clinical	General Dentistry	D2950
Restorative	Denial	Treatment request is denied. This service is secondary to a primary treatment that has not been approved.	Clinical	General Dentistry	D2950
Restorative	Denial	Treatment request is denied. Your dental plan does not cover services to treat the effects of tooth wear.	Clinical	General Dentistry	D2740
Restorative	Denial	Treatment request is denied. Your dental plan does not cover services to treat the effects of tooth wear.	Clinical	General Dentistry	D2740
Restorative	Denial	Treatment request is denied. Your dental plan does not cover services to treat the effects of tooth wear.	Clinical	General Dentistry	D2740
Restorative	Denial	Treatment request is denied. Your dental plan does not cover services to treat the effects of tooth wear.	Clinical	General Dentistry	D2740
Restorative	Denial	Treatment request is denied. Your dental plan does not cover services to treat the effects of tooth wear.	Clinical	General Dentistry	D2740
Restorative	Denial	Treatment request is denied. Your dental plan does not cover services to treat the effects of tooth wear.	Clinical	General Dentistry	D2740
Restorative	Denial	Treatment request is denied. Your dental plan does not cover services to treat the effects of tooth wear.	Clinical	General Dentistry	D2740
Restorative	Denial	Treatment request is denied. Your dental plan does not cover services to treat the effects of tooth wear.	Clinical	General Dentistry	D2740
Restorative	Denial	Treatment request is denied. Your dental plan does not cover services to treat the effects of tooth wear.	Clinical	General Dentistry	D2740
Restorative	Denial	Veneer request is denied. Records show either your tooth does not have any enamel defects or the defects go past the enamel.	Clinical	General Dentistry	D2962
Restorative	Denial	Veneer request is denied. Records show either your tooth does not have any enamel defects or the defects go past the enamel.	Clinical	General Dentistry	D2962