



# UnitedHealthcare®

## 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 Q4 of 2025.

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

	SERVICE CATEGORY
Adjunctive General Services	280
Diagnostic	159
Endodontics	122
Implant Services	216
Maxillofacial Prosthetics	4
Oral Surgery	923
Orthodontics	15
Periodontics	509
Preventive	56
Prosthodontics, Fixed	354
Prosthodontics, Removable	514
Restorative	1862
Sleep Apnea Services	1
Grand Total	5015







SERVICE CATEGORY	REVIEW OUTCOME	DECISION REASON	REVIEW TYPE	PROVIDER SPECIALTY	PROCEDURE CODE
Adjunctive General Services	Denial	Agreement Discount Off Charges	Administrative	Oral and Maxillofacial Surgeon	D9223
Adjunctive General Services	Denial	Agreement Discount Off Charges	Administrative	Oral and Maxillofacial Surgeon	D9223
Adjunctive General Services	Denial	Agreement Discount Off Charges	Administrative	Oral and Maxillofacial Surgeon	D9223
Adjunctive General Services	Denial	Agreement Discount Off Charges	Administrative	Oral and Maxillofacial Surgeon	D9612
Adjunctive General Services	Denial	Agreement Discount Off Charges	Administrative	Oral and Maxillofacial Surgeon	D9612
Adjunctive General Services	Denial	Benefit maximum has been reached	Administrative	General Dentistry	D9243
Adjunctive General Services	Denial	Benefit maximum has been reached	Administrative	General Dentistry	D9243
Adjunctive General Services	Denial	Benefit maximum has been reached	Administrative	General Dentistry	D9630
Adjunctive General Services	Denial	Decreased Dental allowable	Administrative	Pediatric Dentistry	D9230
Adjunctive General Services	Denial	Exceeds the allowable amount (R&C Rate)	Administrative	Endodontist	D9230
Adjunctive General Services	Denial	Exceeds the allowable amount (R&C Rate)	Administrative	General Dentistry	D9120
Adjunctive General Services	Denial	Exceeds the allowable amount (R&C Rate)	Administrative	General Dentistry	D9120
Adjunctive General Services	Denial	Exceeds the allowable amount (R&C Rate)	Administrative	General Dentistry	D9222
Adjunctive General Services	Denial	Exceeds the allowable amount (R&C Rate)	Administrative	General Dentistry	D9222
Adjunctive General Services	Denial	Exceeds the allowable amount (R&C Rate)	Administrative	General Dentistry	D9223
Adjunctive General Services	Denial	Exceeds the allowable amount (R&C Rate)	Administrative	General Dentistry	D9223
Adjunctive General Services	Denial	Exceeds the allowable amount (R&C Rate)	Administrative	General Dentistry	D9223
Adjunctive General Services	Denial	Exceeds the allowable amount (R&C Rate)	Administrative	General Dentistry	D9230
Adjunctive General Services	Denial	Exceeds the allowable amount (R&C Rate)	Administrative	General Dentistry	D9230
Adjunctive General Services	Denial	Exceeds the allowable amount (R&C Rate)	Administrative	General Dentistry	D9239
Adjunctive General Services	Denial	Exceeds the allowable amount (R&C Rate)	Administrative	General Dentistry	D9420
Adjunctive General Services	Denial	Exceeds the allowable amount (R&C Rate)	Administrative	General Dentistry	D9610
Adjunctive General Services	Denial	Exceeds the allowable amount (R&C Rate)	Administrative	General Dentistry	D9610
Adjunctive General Services	Denial	Exceeds the allowable amount (R&C Rate)	Administrative	General Dentistry	D9910
Adjunctive General Services	Denial	Exceeds the allowable amount (R&C Rate)	Administrative	General Dentistry	D9944
Adjunctive General Services	Denial	Exceeds the allowable amount (R&C Rate)	Administrative	General Dentistry	D9944



SERVICE CATEGORY	REVIEW OUTCOME	DECISION REASON	REVIEW TYPE	PROVIDER SPECIALTY	PROCEDURE CODE
Adjunctive General Services	Denial	Exceeds the allowable amount (R&C Rate)	Administrative	Oral and Maxillofacial Surgeon	D9613
Adjunctive General Services	Denial	Exceeds the allowable amount (R&C Rate)	Administrative	Oral and Maxillofacial Surgeon	D9613
Adjunctive General Services	Denial	Exceeds the allowable amount (R&C Rate)	Administrative	Oral and Maxillofacial Surgeon	D9613
Adjunctive General Services	Denial	Exceeds the allowable amount (R&C Rate)	Administrative	Oral and Maxillofacial Surgeon	D9613
Adjunctive General Services	Denial	Exceeds the allowable amount (R&C Rate)	Administrative	Oral and Maxillofacial Surgeon	D9613
Adjunctive General Services	Denial	Exceeds the allowable amount (R&C Rate)	Administrative	Oral and Maxillofacial Surgeon	D9613
Adjunctive General Services	Denial	Exceeds the allowable amount (R&C Rate)	Administrative	Oral and Maxillofacial Surgeon	D9613
Adjunctive General Services	Denial	Exceeds the allowable amount (R&C Rate)	Administrative	Oral and Maxillofacial Surgeon	D9613
Adjunctive General Services	Denial	Exceeds the allowable amount (R&C Rate)	Administrative	Oral and Maxillofacial Surgeon	D9613
Adjunctive General Services	Denial	Exceeds the allowable amount (R&C Rate)	Administrative	Oral and Maxillofacial Surgeon	D9613
Adjunctive General Services	Denial	Exceeds the allowable amount (R&C Rate)	Administrative	Oral and Maxillofacial Surgeon	D9613
Adjunctive General Services	Denial	Exceeds the allowable amount (R&C Rate)	Administrative	Orthodontist	D9222
Adjunctive General Services	Denial	Exceeds the allowable amount (R&C Rate)	Administrative	Orthodontist	D9223
Adjunctive General Services	Denial	Exceeds the allowable amount (R&C Rate)	Administrative	Orthodontist	D9223
Adjunctive General Services	Denial	Exceeds the allowable amount (R&C Rate)	Administrative	Pediatric Dentistry	D9230
Adjunctive General Services	Denial	Exceeds the allowable amount (R&C Rate)	Administrative	Pediatric Dentistry	D9230
Adjunctive General Services	Denial	Exceeds the allowable amount (R&C Rate)	Administrative	Pediatric Dentistry	D9230
Adjunctive General Services	Denial	Exceeds the allowable amount (R&C Rate)	Administrative	Pediatric Dentistry	D9230
Adjunctive General Services	Denial	Exceeds the allowable amount (R&C Rate)	Administrative	Pediatric Dentistry	D9230
Adjunctive General Services	Denial	Exceeds the allowable amount (R&C Rate)	Administrative	Pediatric Dentistry	D9248
Adjunctive General Services	Denial	Exceeds the allowable amount (R&C Rate)	Administrative	Pediatric Dentistry	D9248
Adjunctive General Services	Denial	Exceeds the allowable amount (R&C Rate)	Administrative	Periodontist	D9951
Adjunctive General Services	Denial	Exceeds the Scheduled Rate	Administrative	General Dentistry	D9230
Adjunctive General Services	Denial	Exceeds the Scheduled Rate	Administrative	General Dentistry	D9230
Adjunctive General Services	Denial	Exceeds the Scheduled Rate	Administrative	General Dentistry	D9230
Adjunctive General Services	Denial	Exceeds the Scheduled Rate	Administrative	General Dentistry	D9630

SERVICE CATEGORY	REVIEW OUTCOME	DECISION REASON	REVIEW TYPE	PROVIDER SPECIALTY	PROCEDURE CODE
Adjunctive General Services	Denial	Exceeds the Scheduled Rate	Administrative	General Dentistry	D9944
Adjunctive General Services	Denial	Exceeds the Scheduled Rate	Administrative	General Dentistry	D9951
Adjunctive General Services	Denial	Exceeds the Scheduled Rate	Administrative	General Dentistry	D9975
Adjunctive General Services	Denial	Exceeds the Scheduled Rate	Administrative	General Dentistry	D9975
Adjunctive General Services	Denial	Exceeds the Scheduled Rate	Administrative	Oral and Maxillofacial Surgeon	D9222
Adjunctive General Services	Denial	Exceeds the Scheduled Rate	Administrative	Oral and Maxillofacial Surgeon	D9222
Adjunctive General Services	Denial	Exceeds the Scheduled Rate	Administrative	Oral and Maxillofacial Surgeon	D9222
Adjunctive General Services	Denial	Exceeds the Scheduled Rate	Administrative	Oral and Maxillofacial Surgeon	D9222
Adjunctive General Services	Denial	Exceeds the Scheduled Rate	Administrative	Oral and Maxillofacial Surgeon	D9222
Adjunctive General Services	Denial	Exceeds the Scheduled Rate	Administrative	Oral and Maxillofacial Surgeon	D9222
Adjunctive General Services	Denial	Exceeds the Scheduled Rate	Administrative	Oral and Maxillofacial Surgeon	D9612
Adjunctive General Services	Denial	Exceeds the Scheduled Rate	Administrative	Pediatric Dentistry	D9230
Adjunctive General Services	Denial	Exceeds the Scheduled Rate	Administrative	Pediatric Dentistry	D9230
Adjunctive General Services	Denial	Exceeds the Scheduled Rate	Administrative	Pediatric Dentistry	D9230
Adjunctive General Services	Denial	Exceeds the Scheduled Rate	Administrative	Pediatric Dentistry	D9230
Adjunctive General Services	Denial	Exceeds the Scheduled Rate	Administrative	Pediatric Dentistry	D9230
Adjunctive General Services	Denial	Exceeds the Scheduled Rate	Administrative	Pediatric Dentistry	D9230
Adjunctive General Services	Denial	Exceeds the Scheduled Rate	Administrative	Pediatric Dentistry	D9230
Adjunctive General Services	Denial	Exceeds the Scheduled Rate	Administrative	Pediatric Dentistry	D9230
Adjunctive General Services	Denial	Exceeds the Scheduled Rate	Administrative	Pediatric Dentistry	D9248
Adjunctive General Services	Denial	Exceeds the Scheduled Rate	Administrative	Pediatric Dentistry	D9248
Adjunctive General Services	Denial	Exceeds the Scheduled Rate	Administrative	Pediatric Dentistry	D9248
Adjunctive General Services	Denial	Exceeds the Scheduled Rate	Administrative	Pediatric Dentistry	D9248
Adjunctive General Services	Denial	Exceeds the Scheduled Rate	Administrative	Pediatric Dentistry	D9248
Adjunctive General Services	Denial	Exceeds the Scheduled Rate	Administrative	Periodontist	D9120
Adjunctive General Services	Denial	Heavy sedation request is denied. Records do not meet at least one condition for medical necessity.	Clinical	General Dentistry	D9222
Adjunctive General Services	Denial	Heavy sedation request is denied. Records do not meet at least one condition for medical necessity.	Clinical	General Dentistry	D9222
Adjunctive General Services	Denial	Heavy sedation request is denied. Records do not meet at least one condition for medical necessity.	Clinical	General Dentistry	D9222
Adjunctive General Services	Denial	Heavy sedation request is denied. Records do not meet at least one condition for medical necessity.	Clinical	General Dentistry	D9222







SERVICE CATEGORY	REVIEW OUTCOME	DECISION REASON	REVIEW TYPE	PROVIDER SPECIALTY	PROCEDURE CODE
Adjunctive General Services	Denial	Not Assigned	Administrative	General Dentistry	D9230
Adjunctive General Services	Denial	Not Assigned	Administrative	General Dentistry	D9230
Adjunctive General Services	Denial	Not Assigned	Administrative	Pediatric Dentistry	D9230
Adjunctive General Services	Denial	Occlusal guard request is denied. Records do not show damage from grinding or a need to protect teeth when they bite against ceramic.	Clinical	General Dentistry	D9944
Adjunctive General Services	Denial	Proc included w/another service UTED	Administrative	Pediatric Dentistry	D9230
Adjunctive General Services	Denial	Request is denied. Records did not include a narrative to support the need for your treatment.	Clinical	Endodontist	D9230
Adjunctive General Services	Denial	Request is denied. Records did not include a narrative to support the need for your treatment.	Clinical	General Dentistry	D9944
Adjunctive General Services	Denial	Sedation request is denied. Records do not meet at least one condition for medical necessity.	Clinical	General Dentistry	D9248
Adjunctive General Services	Denial	Sedation request is denied. Records do not meet at least one condition for medical necessity.	Clinical	General Dentistry	D9248
Adjunctive General Services	Denial	Sedation request is denied. Records do not meet at least one condition for medical necessity.	Clinical	Periodontist	D9248
Adjunctive General Services	Denial	This medication request is denied. Records do not include a list of medications used and the reason they are needed.	Clinical	General Dentistry	D9610
Adjunctive General Services	Denial	This medication request is denied. Records do not include a list of medications used and the reason they are needed.	Clinical	Oral and Maxillofacial Surgeon	D9612
Adjunctive General Services	Denial	This medication request is denied. Records do not include a list of medications used and the reason they are needed.	Clinical	Oral and Maxillofacial Surgeon	D9612
Adjunctive General Services	Denial	Treatment request is denied. This service is secondary to a primary treatment that has not been approved.	Clinical	Oral and Maxillofacial Surgeon	D9222
Adjunctive General Services	Denial	Treatment request is denied. This service is secondary to a primary treatment that has not been approved.	Clinical	Oral and Maxillofacial Surgeon	D9223
Adjunctive General Services	Denial	Treatment request is denied. This treatment is considered to be inclusive with the primary treatment and is not a separate benefit.	Clinical	General Dentistry	D9230
Adjunctive General Services	Denial	Treatment request is denied. This treatment is considered to be inclusive with the primary treatment and is not a separate benefit.	Clinical	Oral and Maxillofacial Surgeon	D9613
Adjunctive General Services	Denial	Treatment request is denied. This treatment is considered to be inclusive with the primary treatment and is not a separate benefit.	Clinical	Oral and Maxillofacial Surgeon	D9613
Adjunctive General Services	Denial	Treatment request is denied. This treatment is considered to be inclusive with the primary treatment and is not a separate benefit.	Clinical	Oral and Maxillofacial Surgeon	D9613
Adjunctive General Services	Denial	Treatment request is denied. This treatment is considered to be inclusive with the primary treatment and is not a separate benefit.	Clinical	Oral and Maxillofacial Surgeon	D9613
Diagnostic	Denial	Agreement Discount Off Charges	Administrative	General Dentistry	D0350
Diagnostic	Denial	Agreement Discount Off Charges	Administrative	General Dentistry	D0367
Diagnostic	Denial	Agreement Discount Off Charges	Administrative	General Dentistry	D0367
Diagnostic	Denial	Agreement Discount Off Charges	Administrative	Pediatric Dentistry	D0240
Diagnostic	Denial	Agreement Discount Off Charges	Administrative	Pediatric Dentistry	D0240
Diagnostic	Denial	Agreement Discount Off Charges	Administrative	Pediatric Dentistry	D0272
Diagnostic	Denial	Benefit maximum has been reached	Administrative	General Dentistry	D0140
Diagnostic	Denial	Comprehensive exam every 36 months	Administrative	General Dentistry	D0150
Diagnostic	Denial	Exceeds the allowable amount (R&C Rate)	Administrative	General Dentistry	D0120
Diagnostic	Denial	Exceeds the allowable amount (R&C Rate)	Administrative	General Dentistry	D0120
Diagnostic	Denial	Exceeds the allowable amount (R&C Rate)	Administrative	General Dentistry	D0120
Diagnostic	Denial	Exceeds the allowable amount (R&C Rate)	Administrative	General Dentistry	D0140
Diagnostic	Denial	Exceeds the allowable amount (R&C Rate)	Administrative	General Dentistry	D0140
Diagnostic	Denial	Exceeds the allowable amount (R&C Rate)	Administrative	General Dentistry	D0140
Diagnostic	Denial	Exceeds the allowable amount (R&C Rate)	Administrative	General Dentistry	D0140
Diagnostic	Denial	Exceeds the allowable amount (R&C Rate)	Administrative	General Dentistry	D0140
Diagnostic	Denial	Exceeds the allowable amount (R&C Rate)	Administrative	General Dentistry	D0140
Diagnostic	Denial	Exceeds the allowable amount (R&C Rate)	Administrative	General Dentistry	D0140
Diagnostic	Denial	Exceeds the allowable amount (R&C Rate)	Administrative	General Dentistry	D0150
Diagnostic	Denial	Exceeds the allowable amount (R&C Rate)	Administrative	General Dentistry	D0220





























































































































































SERVICE CATEGORY	REVIEW OUTCOME	DECISION REASON	REVIEW TYPE	PROVIDER SPECIALTY	PROCEDURE CODE
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	D2962
Restorative	Denial	Treatment request is denied. Your dental plan does not cover services to treat the effects of tooth wear.	Clinical	General Dentistry	D2962
Restorative	Denial	Treatment request is denied. Your dental plan does not cover services to treat the effects of tooth wear.	Clinical	General Dentistry	D2962
Restorative	Denial	Treatment request is denied. Your dental plan does not cover services to treat the effects of tooth wear.	Clinical	General Dentistry	D2962
Restorative	Denial	Treatment request is denied. Your dental plan does not cover services to treat the effects of tooth wear.	Clinical	General Dentistry	D2962
Sleep Apnea Services	Denial	Exceeds the allowable amount (R&C Rate)	Administrative	General Dentistry	D9954