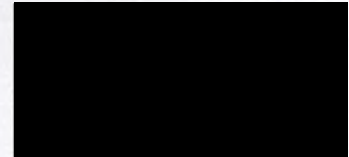


July 21, 2023

Ivy Smith



RE: Ivy Smith  
Member ID [REDACTED]

### IDAHO – Grievance Determination Letter

Dear Ms. Smith:

MCNA has looked at your grievance sent on July 10, 2023 regarding the x-ray for the second cleaning that you are disputing. We thank you for taking the time to let us know of your problem.

Based upon our review, it is determined that your concerns have been addressed. As part of our process of resolving member grievances about the quality of service issues, this issue has been reviewed by our Provider Relations that spoke to the facility River Bend Dental and they were able to provide clarification on the issue. The office standard of care is to see members for exams and cleaning 1 x 6 months. Since D0120 is only covered 1 x 12 months the member would need to pay out of pocket for this exam. The member is in need of an exam and cleaning. The exam is what needs to be completed with the cleaning not an x-ray. The member is not due to for any X-rays at this time unless she is experiencing pain.

We cannot tell you the full results of our investigation due to state and federal peer review requirements. However, please be assured that we will take whatever action is needed. We will continue to monitor for any future issues with Dental Care West.

We sincerely apologize for any inconvenience you have experienced and trust we have addressed your concerns in full.

If you are unhappy with our answer to your grievance, you can call the Idaho Department of Health and Welfare (IDHW) at 1-208-334-5705 (toll-free).