



DENTAL AND ORAL SURGERY CLAIM DOCUMENTATION GUIDELINES

Each benefits plan defines which services are covered, excluded and subject to dollar caps or other limits. Members and their dentists will need to refer to the member's benefits plan to determine if any exclusions or other benefit limitations apply.* In addition, coverage may be mandated by applicable state or federal legal requirements. Unless otherwise noted, all services must be submitted using valid and current Dental Procedures and Nomenclature (CDT®) codes.**

The materials provided to you are guidelines used by this plan to authorize, modify, or deny care for persons with similar illnesses or conditions. Specific care and treatment may vary depending on individual need and the benefits covered under your contract

All claims are subject to plan provisions which may or may not include an alternate benefit provision, missing but unreplaced provision, and frequency limitations. Most services are also subject to review.

We reserve the right to request additional information and/or documentation for all services listed or unlisted below.

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CDT CODE**	DOCUMENTATION GUIDELINES	COVERAGE GUIDELINES*
Restorative		
D2929-D2390 D2542-D2544 D2642-D2644 D2662-D2664 D2710-D2799 D2930 D2960-D2962	Current dated pre-operative radiographs ■ Prior placement date and rationale for replacement, if applicable	Restorative services may not be covered for teeth exhibiting a poor or questionable prognosis due to advanced periodontal disease, a crown root ratio of less than 50%, untreated periapical pathology, poor restorability and/or carious destruction of the clinical crown at or below the osseous crest. <i>To qualify for full crown coverage, at least one of the following criteria must apply to a tooth that is in functional occlusion:</i> <ul style="list-style-type: none"> • At least 50% loss of tooth structure due to decay or fracture, affecting incisal angles or undermining one or more posterior cusps with a compromised mesial or distal marginal ridge • An existing restoration encompassing at least half of the tooth structure, that requires replacement due to extensive recurrent decay or fracture • The tooth was endodontically treated <i>Full crowns placed to repair teeth that are worn down from attrition, abrasion, erosion or abfraction aren't covered under most plans because those structural losses are not from tooth decay. Crowns to repair teeth damaged by traumatic injury such as a car accident or sports-related injury are also excluded from dental plan coverage, as they are typically eligible for coverage in the patient's medical plan or as part of other insurance coverage related to the accidental injury.</i> <i>Crowns strictly for cosmetic reasons are not covered (i.e., diastema/gap closure, tooth misalignment, color match, etc.)</i> <i>For unique cases with extenuating circumstances, please provide a narrative with a full description and any supporting documentation to help with the determination of benefits. In cases where crowns may not appear to meet criteria for full crown coverage, pre-operative intra-oral photographs may also be submitted as supporting documentation in addition to radiographs.</i> ADA Claims Submissions: Crowns and Core Buildups
D2950	Pre-operative and post-operative photographs showing the buildup in place OR pre-operative and post-operative radiographs showing the buildup in place	
D2971	Current dated pre-operative radiographs ■ Narrative ▲	
Endodontics		
D3331	Current dated pre-operative radiographs and post-operative radiographs ■ Conclusive radiographic evidence/image showing the obstruction (mid treatment X-ray, endodontic microscopic image) Narrative describing the blockage ▲	Endodontic services may not be covered for teeth exhibiting a poor or questionable prognosis due to advanced periodontal disease, a crown root ratio of less than 50%, poor restorability and/or carious destruction of the clinical crown at or below the osseous crest. Aetna considers BioPure, MTAD, EDTA inclusive to the primary endodontic

D3428-D3429	Current dated pre-operative radiographs ■	<p>service. Additionally, the use of irrigants (diluted bleach, sterile water, saline, local anesthetic, BioPure, MTAD, EDTA – as an alternative to diluted bleach and/or other medicaments to irrigate the canal(s)) are also considered part of the primary endodontic service. CDT code D9630 should not be submitted for benefits for irrigation.</p> <p>D3331: Documentation is required to support the obstruction of 50% or more of the length of the tooth. Mid treatment xrays may be submitted as documentation of the obstruction. D3331 will not be benefited to the same provider that inadvertently causes the obstruction (iatrogenically). D3331 is considered inclusive to retreatment procedures D3346, D3347 and/or D3348.</p>
D3431	Narrative ▲ Material Used	
D3432	Current dated pre-operative radiographs ■	
Periodontal	Based on the American National Standard/American Dental Association Specification No. 1047, Standard Content of an Electronic Periodontal Attachment and more recent ADA publications	
D4210 & D4211	Current dated pre-operative periodontal charting ● Current dated pre-operative radiographs ■ Narrative ▲	<p>Periodontal services may not be covered for teeth exhibiting a poor or questionable prognosis due to advanced periodontal disease, a crown root ratio of less than 50%, untreated periapical pathology, poor restorability and/or carious destruction of the clinical crown at or below the osseous crest.</p> <p>According to the American Academy of Periodontology and European Federation of Periodontology, depending on the treatment performed, patient reevaluation should occur at six weeks to three months post-therapy. The consensus report from the most recent American Academy of Periodontology World Workshop indicates that a six-week interval is usually adequate to assess the initial response to therapy.</p> <p>D4210 & D4211 require 5-8 mm periodontal pocketing to be considered for benefits. D4210 & D4211 are not benefited when submitted with D4341 & D4342 (scaling and root planing) or D4260 & D4261 (osseous surgery) if performed on the same date of service. D4210 & D4211 are considered inclusive to scaling and root planing, a distal wedge (D4274) and frenectomy procedure (D7960). D4211 will not be benefited for removal of hypertrophied tissue around a partially erupted or impacted tooth where the more appropriate code is D7971 – excision of pericoronal gingiva or operculectomy. D4210 & D4211 when submitted with a restoration or crown, preoperative radiographs and narrative are also required. D4211 is not benefited when the more appropriate code is D4212 (gingivectomy or gingivoplasty to allow access for restorative procedure) or D4230/D4231 (anatomical root exposure).</p> <p>D4249 requires reflection of a full thickness flap and removal of bone, altering the crown to root ratio. Soft tissue ‘crown lengthening’ will not be benefited as D4249. A minimum of four to six weeks is required prior to final preparation/impressions to be considered for benefits.</p> <p>D4260 & D4261 require a comprehensive periodontal charting indicating pocket</p>
D4212	Current dated pre-operative radiographs or photographic image showing the extent of the lesion below the gumline. ■ Narrative ▲	
D4240 & D4241	Current dated pre-operative periodontal charting ● Current dated pre-operative radiographs ■	
D4245	Current dated pre-operative radiographs ■ Current dated pre-operative periodontal charting ● Narrative ▲	
D4249	Current dated pre-operative radiographs ■	
D4260 & D4261	Current dated pre-operative periodontal charting ● Current dated pre-operative radiographs ■	
D4263, (First Site in Quadrant), D4266, D4267	Current dated pre-operative periodontal charting ● Identify each site/tooth Current dated pre-operative radiographs ■	
D4264 (Each Additional Site in the Quadrant)	Note: A single code for multiple sites is not valid.	
D4265	Narrative ▲ Material Used Agents	

	Drugs used for this treatment	
D4268	<p>Current dated pre-operative radiographs ■ Narrative with tooth/teeth numbers and rationale for surgical revision ▲</p> <p>Note: Date of surgical revision should be no more than twenty-four months and generally no less than six months from the date of the initial surgery.</p>	<p>depths of 5-8 mm. D4260 & D4261 will not be eligible for benefits if a full thickness flap has not been reflected and bone had not been reshaped.</p> <p>The LANAP technique does not have an ADA CDT code. Document this technique if used. The procedure is most accurately coded as D4341 - Periodontal Scaling and Root Planing, four or more teeth per quadrant or D4342 - Periodontal Scaling and Root Planing - one to three teeth, per quadrant.</p>
D4270, D4273, D4275, D4276, D4277, D4278, D4283 & D4285	<p>Current dated pre-operative radiographs ■ and For each tooth/site proposed to receive a soft tissue graft, A chart or narrative containing the following Mucogingival Data</p> <ul style="list-style-type: none"> • Tooth # _____ • MM Recession _____ • MM Attached Gingiva _____ • MM Attached Keratinized Gingiva _____ • Pre-operative photos if available 	<p>D4381 requires a comprehensive periodontal charting indicating a refractory pocket depth of 5 – 7mm. D4381 will not be considered for benefits prior to a minimum of 4 weeks for adequate response to root planing and scaling before reevaluation. D4381 will not be considered eligible for benefits when applied to multiple sites (full quadrant) with pocketing and/or inflammation or when other more extensive periodontal treatment modalities (for example, surgery) may be more appropriate.</p>
D4274	<p>Current dated pre-operative periodontal charting • Current dated pre-operative radiographs ■</p>	<p>There are no specific reporting codes for using a laser to perform periodontal-related procedures. Submissions reporting those procedures as D4999 for the use of the laser are not eligible for benefits.</p>
D4320 & D4321 D4322 & D4323	<p>Current dated pre-operative radiographs ■ Current dated pre-operative periodontal charting • Prior periodontal treatment history Teeth numbers being treated</p>	<p>D4341 / D4342 Claim submission guidelines December 2023</p> <p>According to the American Academy of Periodontology treatment guidelines, periodontal health should be achieved in the least invasive manner, often via scaling and root planing.</p> <p>Periodontal scaling and root planing (CDT code D4341/4342) is distinctly different from a dental prophylaxis (CDT code D1110) and scaling in the presence of generalized moderate or severe gingival inflammation (CDT code D4346). Key to scaling and root planing is the instrumentation and removal of deposits from the root surfaces of the tooth for patients with indicators of chronic periodontitis as described in the ADA's guide, "Claims Submission: Scaling and Root Planing."</p>
		<p><u>ADA Claims Submission: Scaling and Root Planing (SRP)</u></p> <p>Scaling and root planing typically takes a substantial amount of time per quadrant and routinely requires local anesthetic. The length and nature of the procedure and use of local anesthetic normally necessitates multiple appointments, with one or two quadrants being performed per appointment. For a submission of D4341, the quadrant must include at least 4 teeth with periodontitis, and a submission of D4342 is appropriate for a partial quadrant that includes 1-3 teeth with periodontitis. Periodontal maintenance</p>

		<p>visits (D4910) by definition also include site-specific scaling and root planing for any number of teeth.</p> <p>Documentation to support a diagnosis of chronic periodontitis and the delivery of scaling and root planing must consist of the following:</p> <ol style="list-style-type: none"> 1) Periodontal charting that records pocket depths at 6 points per tooth, bleeding on probing, gingival recession, frenum involvement, and furcation defects. With periodontitis, pocket depths are usually at least 4mm, but we do not base benefit determinations solely on pocket depth. 2) Full mouth radiographs or digital images that clearly show bone loss 3) Chart notes that show whether or not local anesthetic was administered, and details regarding the treatment performed 4) Documentation of length of appointment <p>The diagnostic materials must demonstrate the following:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Clinical loss of periodontal attachment <input type="checkbox"/> Radiographic evidence of crestal bone loss, without which root planing cannot be performed <input type="checkbox"/> Radiographic evidence of root surface calculus
D4341 & D4342	<p>Current dated pre-operative periodontal charting ●</p> <p>Current dated pre-operative radiographs ■</p> <p>Chart Notes that include administration of local anesthetic and details regarding the treatment performed</p> <p>Length of appointment</p>	
D4346	<p>Current dated pre-operative periodontal charting ●</p> <p>Current dated pre-operative radiographs</p> <p>Current photographs if available ■</p>	
D4381	<p>Current dated pre-operative periodontal charting ●</p> <p>Current dated pre-operative radiographs ■</p>	
Prostheses		
D5875	Narrative ▲	
Implant Services		
D6010-D6050, D6104	<p>Current dated full mouth pre-operative radiographs and/or panoramic radiograph ■</p> <p>Extraction dates of teeth to be replaced</p> <p>Date of prior prosthetic placement (fixed and/or removable dentures, if applicable)</p> <p>Numbers of all missing teeth</p> <p>Tooth number of proposed implants</p>	
D6052-D6079 D6094, D6097 D6194 D6110-D6117 D6191 & D6194	<p>Current dated full mouth pre-operative radiographs and/or panoramic radiograph ■</p> <p>Extraction dates of teeth to be replaced</p> <p>Date of prior prosthetic placement (fixed and/or removable dentures, if applicable)</p> <p>Numbers of all missing teeth</p> <p>Tooth number (s) of proposed treatment sites (s)</p> <ul style="list-style-type: none"> • The radiographs should be post-operative to the implant placement, but pre-operative to the crown and /or bridge 	

	placement.	
D6081	Current dated pre-operative radiographs ■ Current dated pre-operative periodontal charting ●	
D6090, D6091, D6093, D6095, D6096 D6100	Narrative ▲ Date of prior implant placement	
D6101, D6102, D6103	Current dated pre-operative radiographs ■ Current dated pre-operative periodontal charting ●	
D6106 & D6107	Current dated full mouth pre-operative radiographs and/or panoramic radiograph Note: A single code for multiple sites is not valid.	
Prosthodontics, fixed		
D6205-D6252 D6545, D6549 D6600-D6634 D6710-D6794 D6985	Current dated full mouth pre-operative radiographs and/or panoramic radiograph ■ Extraction dates of teeth to be replaced Date of prior prosthetic placement (fixed and/or removable dentures, and rationale), and rationale for replacement if applicable Numbers of all missing teeth	Prosthodontic services may not be covered for teeth exhibiting a poor or questionable prognosis due to advanced periodontal disease, a crown to root ratio of less than 50%, untreated periapical pathology, poor restorability and/or carious destruction of the clinical crown at or below the osseous crest.
Oral And Maxillofacial Surgery		
D7210-D7240,	Current dated full mouth pre-operative radiographs and/or panoramic radiograph ■ All 3 rd molar extractions on patients age 15 or under to include rationale for extraction	
D7241	Current dated full mouth pre-operative radiographs and/or panoramic radiograph ■ Narrative ▲ – All D7241 to include rationale for unusual surgical complications	
D7251	Current dated full mouth pre-operative radiographs and/or panoramic radiograph Narrative ▲ –to include rationale for unusual surgical	

	complications	
D7310-D7311	Current dated full mouth pre-operative radiographs and/or panoramic radiograph ■	
D7450-D7461	Current dated pre-operative radiographs ■	
D7950-D7953	Current dated full mouth pre-operative radiographs and/or panoramic radiograph ■ Narrative describing the planned prosthetic reconstruction ▲ Number of missing tooth or area Numbers of all missing teeth	
D7956 & D7957	Current dated full mouth pre-operative radiographs and/or panoramic radiograph Identify each site/tooth	
Orthodontics		
D8010-D8090	Total treatment fee Estimated number of months of treatment Initial banding date	
Miscellaneous		
D9130	PT evaluation/data sheets – A written plan of care This form is to be used for the 1 st submission of D9130 This form is to be used for the 26 th submission of D9130	The written plan of care must include the diagnosis, date of onset or exacerbation of the disorder, long-term and short-term goals that are specific, quantitative and objective, a reasonable estimate of when the goals will be reached, the frequency and duration of treatment and the specific treatment techniques and/or exercises to be used in treatment. The plan must include signatures of the patient's attending dentist and physical therapist if applicable.
D9223, D9243 D9248 D9222, D9239 (effective 1/1/2018)	Current dated pre-operative radiographs ■ Narrative ▲ Anesthesia Records	D9223, D9243 and D9248 (D9222, D9239 effective 1/1/2018) will be considered eligible for benefits when one or more of the following criteria are met: <ul style="list-style-type: none"> • Placement of two or more endosteal implants (D6010) on the same date of service or placement of one eposteal (D6040) or transosteal (D6050) implant. • Removal of one or more impacted teeth on the same day (applies to codes D7230, D7240, D7241 and D7251). • The extraction of five or more teeth. • More than one surgical extraction (D7210, D7220 and D7250) involving more than one quadrant on the same day. • Full edentulous arch alveoplasty or alveolectomy (applies to code D7320 – two quadrants). <ul style="list-style-type: none"> • One or more quadrants of periodontal surgery performed on the same day qualify for General Anesthesia (GA) (D4240-D4241, D4260-D4261). Osseous

		<p>and soft tissue grafts (D4263, D4264, D4270, D4271, D4273, D4275, D4276, D4277, D4278, D4283, D4285) do not separately qualify for GA</p> <ul style="list-style-type: none"> • Surgical root recovery from the maxillary antrum (sinus). • Tooth transplantation. • Surgical access of one or more unerupted teeth (D7280) • Full arch stomatoplasty/vestibuloplasty. • Radical excision of lesions in excess of 1.25 cm (1/2in.). • Removal of one (or more) exostosis(es) code D7471 – D7485. • Radical resection or ostectomy with or without bone graft. • Two or more implant removal (D6100) performed on the same day. • Two or more D7950 performed on the same day.
D9951 - D9952	Current dated pre-operative radiographs ■ Narrative including testing methods, patient symptoms and tooth numbers treated ▲	
By Report" procedures		
D2999 D3999 D4999 D5899 D5999 D6199 D6999 D7999 D8999 D9999	<p>Narrative describing specific clinical conditions addressed by the procedure, rationale demonstrating need, pertinent history and treatment plan ▲</p> <p>Radiographs, if applicable, to assist in describing clinical condition ■</p>	
General Comments		
■	QUALITY OF RADIOGRAPHS: All radiographic images should be of diagnostic quality, depicting appropriate structures, dated, mounted, and labeled right and left. Submitted radiographs should be duplicates and less than 36 months old and labeled with the patient's name and the provider's name and address. DO NOT SEND ORIGINAL RADIOGRAPHS SINCE THEY WILL NOT BE RETURNED. ELECTRONIC IMAGES OF THE RADIOGRAPHS WILL BE RETAINED BY AETNA.	
•	PERIODONTAL CHARTING: Must be comprehensive full mouth, legible, dated, documented with probing depths (six per tooth), recorded in mm. per tooth, labeled right and left, mandibular and maxillary, with classified furcation defects and tooth mobility recorded as 1 st , 2 nd or 3 rd degree. May also include gingival margins, the amount of keratinized tissue, and amount of remaining attached gingiva and level of recession.	
▲	WRITTEN NARRATIVES: Must be clear, legible and provide rationale for the proposed treatment. Example: describes specific clinical conditions addressed by the procedure.	
	These guidelines represent frequently submitted procedures which require attachments and are not all inclusive. There may	

	be other dental procedures not listed which require additional documentation. Submit only a completed claim for routine dental procedures such as cleanings and minor restorations, unless otherwise requested.	
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Last updated 03/11/2025