

Exception request requirements

Dental Assistance for Seniors (DASP), Low Income Health Benefits (LIHB)

Updated June 3, 2024

The following procedures require specific documentation to be submitted, in addition to a predetermination Explanation of Benefits (EOB) showing the rejected dental service:

PROCEDURE	ELIGIBLE / NOT ELIGIBLE BENEFIT (Refer to policy documents for coverage details, or submit a predetermination)	SPECIFIC EXCEPTION REQUEST DOCUMENTATION REQUIRED
Crown	Eligible benefit under AISH	Periapical, intraoral or bitewing image and written explanation for services including: <ul style="list-style-type: none"> • tooth structure, and • attempt of previous restorations, or • whether this is a replacement
Extensive restoration	Not an eligible benefit	Periapical, intraoral or bitewing image and written explanation for restorative services
Extraction (excluding basic and odontectomy)	Complex extractions are not an eligible benefit	Periapical, intraoral or bitewing image and written explanation for extraction services
Root canal	Eligible benefit Note: all posterior teeth require an exception	Periapical image, written periodontal report and charting including periodontal condition of tooth, bone loss levels, mobility and if infection is present

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The following procedures require a **written explanation with medical rationale** to be submitted, in addition to a predetermination EOB showing the rejected dental service:

PROCEDURE	ELIGIBLE / NOT ELIGIBLE BENEFIT (Refer to policy documents for coverage details)
Core	Not an eligible benefit
Dentures (including full and partial)	Eligible benefit
Desensitization	Eligible benefit under AISH
Exam (performed by a dental specialist)	Not an eligible benefit
Fluoride	Children: eligible benefit under LIHB Adults: not an eligible benefit
Irrigation	Not an eligible benefit
Oral hygiene instruction	Not an eligible benefit
Perio appliance	Not an eligible benefit
Polish	Eligible benefit
Pulpotomy	Eligible benefit under LIHB
Radiographs	Eligible benefit
Radiographs–Cone Beam Computed Tomography (CBCT)	Not an eligible benefit
Re-evaluation–periodontal	Not an eligible benefit
Sealants	Eligible benefit under LIHB

