



CLAIM HANDLER QUICK REFERENCE GUIDE

This Quick Reference Guide is your essential, streamlined resource for handling complex dental injury claims. Our core function is to **bridge the gap between initial injury documentation and appropriate care**. We do this by ensuring the injured party is treated by the **best-suited dental specialist** and by utilizing expert review to guarantee all recommended treatment is **medically necessary and directly related to the injury**, thereby validating the claim's integrity and ensuring fair resolution. Use this guide for immediate, actionable guidance on maintaining consistency, accuracy, and efficiency in every dental case you manage.

Dental Offerings

We support every dental need related to work comp & liability claims:

- Evaluation & treatment
- Transfer treatment management
- Peer review & IME
- Surgical clearance

Not sure if it fits? Send it — we'll figure it out together.

Quick Referral Process

Refer a case in under 60 seconds.

Information required to submit a referral:

- Injured worker name & contact info
- Date of injury
- Claim number
- Payer information + billing address
- Adjuster contact details
- Date of injury + injury description

How the Process Works

Step 1 - Referral Intake

- We pride ourselves on working incoming referrals the same day we receive them!
- We onboard the injured party. This helps determine availability, learn about dental history and the best suited dental provider to address the injury.
- Scheduling with closest most suitable dental provider within 24 hours.
- Appointment details provided to stakeholders.

Step 2 - Evaluation Appointment

(evaluate the dental injury and determine causation)

- Reminder and attendance confirmation.
- Collect office records and recommendations.
- Provide preliminary update and next steps to the claim handler shortly following the visit.

Step 3 - Clinical Review

(ensures recommended referrals to specialist and treatment are related to the injury)

- Clinical team reviews the records, radiographs and treatment recommendations.
- Ensures causation is addressed.
- Ensures treatment is aligned with dental injury.

Step 4 - Treatment Management

- Following claim handler approval, the treatment is scheduled and stakeholder informed of details.
- Following each treatment appointment, stakeholders receive treatment progress updates with next schedule appointment.
- Treatment Records are provided to stakeholders
- Wellness check in is placed to injured party following treatment.
- This process continues until treatment plan is completed/MMI.

Billing Process

We provide **transparent billing** by only submitting charges for services that have been preapproved and authorized by the claim handler, ensuring **no surprise billing—ever!** After confirming authorized services were rendered, Workforce facilitates fast payment to the dental office, with reimbursement within 30 days of receiving a clean claim.

Why Adjusters Love Us

- We reduce your workload.
- We eliminate confusion about dental terminology.
- We prevent unnecessary or unrelated treatment.
- We schedule claimants quickly.
- We help close claims sooner.

Adjusters say Workforce Dental Solutions is the easiest way to manage dental referrals

How to Contact us

Send a referral

- ✉ info@workforcedentalsolutions.com
- 🌐 workforcedentalsolutions.com
- 📞 1-877-649-1318

