



## 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

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- 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)

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- 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)

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

## Step 4 - Treatment Management

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- 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

