



Reliable dental providers with **clinical oversight** each step of the way

REFERRAL ROAD TO RECOVERY:
From referral to completion of authorized treatment

Referral received by phone, fax, email, web, or First Notice of Injury.

One Call sends evaluation authorization request to adjuster after provider has been identified.
Within 24 hours

One Call sends a referral acknowledgment and introduction email.

Referral can be made by any source: patient, provider, adjuster, NCM, IME scheduler, or physician.

Appointment is secured within 72 hours of the referral.

End-to-end clinical oversight provided by care coordinators and registered dental hygienist with backgrounds in workers' comp.

One Call reviews all plans of treatment for appropriateness, and relatedness to the injury.

One Call sends adjuster and injured worker notifications, pre-appointment reminders, and coordinates missed appointments.

One Call makes post appointment calls to patient and provider.

One Call's clinical review department calls the adjuster to review the plan of treatment then creates a clinical review report.



One Call receives authorization and schedules treatment.

One Call sends the adjuster a clinical review report, treatment plan, and estimated costs for their approval along with a request for authorization.

One Call actively updates the adjuster, injured worker, and NCM on the progress of treatment before and after each appointment.

Clinical Review Team = registered dental hygienists and dentists

Our team of dental advisors review all complex and high dollar files.

Clinical savings of 10 to 15% on average identified via clinical review

If treatment changes, the One Call clinical review team will review for additional clinical savings.

One Call schedules treatment appointments until completion of care.

When treatment is complete, provider bills One Call.

One Call promptly pays provider.

One Call bills payer.

SUBMIT REFERRALS TO:

P: 888.539.0577
F: 888.539.0579
E: dental@onecallcm.com
W: myeasyreferral.com

