



ITASCA MEDICAL CARE (IMCare)
ITASCA RESOURCE CENTER
1219 SE 2nd Avenue
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IMCare Toll Free – 1-800-843-9536
Visit us at: www.imcare.org

PROVIDER UPDATE

April 2022
#2022-05

To: IMCare Dental Providers
From: Sarah Anderson, IMCare Director
Date: April 19, 2022
RE: Dental updates

The current on-call schedule has been sent out. Please be sure to include the code D9992 Dental Case Management for \$1 on your claim so IMCare can track how many patients are being seen through this on-call program. This code should not be used for all IMCare emergencies, only on the days you are "on-call" and patients being seen through the on-call program.

Please continue to submit missed/cancelled appointment claims so that we can track the data.

- D9986 missed appointment - \$20
- D9987 cancelled appointment (cancelled at least 24 hours prior to appointment time) - \$1

These three codes, D9992, D9986, and D9987 will be used for case management purposes.

Code D4910, periodontal maintenance, will be covered no more often than every 91 days, indefinitely. Continue to submit these claims, IMCare is updating system configuration and will reprocess denied claims.

If you have questions for IMCare, please reach out to our call center at 218-327-6188, toll-free at 1-800-843-9536 or email imcare.office@co.itasca.mn.us. I have been getting quite a few individual calls, and while I am happy to help when I can, it is best to reach out through the call center, as they are available all day every day.

Thank you for all you do to ensure dental access for our members in order to make the IMCare program successful!