

DHMO Specialty Referral Process

If a member requires care from a specialist and there are no contracted DHMO specialists in the member's area, these are the steps the member must take to have the claim for specialty care from a non-contracted provider considered:

1. Member must call Safeguard at 800-880-1800 to report that their dentist has referred them to a specialist for care and there are not any contracted specialists in their area.
2. Customer Service will verify that there are no contracted DHMO specialists in the area. If Customer Service finds a contracted DHMO specialist, they will give the member the contracted DHMO specialist's information. If Customer Service verifies that there are NO contracted DHMO specialists, Customer Service will note the member's file that specialty services are required and there are no DHMO contracted specialists available in the member's area.
3. Member would have specialty services rendered and pay the non-contracted provider 100% of the charges at the time of service.
4. Member would submit reimbursement paperwork (receipts indicating the services were paid in full by the member) to Safeguard for consideration after services are rendered. The member will be provided with the address for mailing this paperwork from Safeguard when they call to request a referral.
5. Safeguard would reimburse the member 30%. Member's responsibility would be the remaining 70%.