

STATE OF FLORIDA
AGENCY FOR HEALTH CARE ADMINISTRATION
OFFICE OF FAIR HEARINGS



FILED

Sep 14, 2023, 3:33 pm

OFFICE OF FAIR HEARINGS

[REDACTED]

PETITIONER,

AHCA Case No.: 23-FH1563

vs.

DENTAQUEST OF FLORIDA, INC.,

RESPONDENT.

_____ /

FINAL ORDER OF DISMISSAL

On June 13, 2023, [REDACTED] (“Petitioner’s Authorized Representative”) requested a Fair Hearing on behalf of Petitioner. Rule 59G-1.100(8)(e), Florida Administrative Code, requires an Enrollee to initiate and complete a plan appeal before making a Fair Hearing request. The plan appeal is complete when the Plan issues a Notice of Plan Appeal Resolution (“NPAR”) indicating the plan appeal was not resolved wholly in the Enrollee’s favor, or the Plan fails to adhere to notice and timing requirements applicable to plan appeals. If an Enrollee does not complete the plan appeal process prior to requesting a Fair Hearing, the Fair Hearing will be dismissed. As of the date of the Fair Hearing request, the Office of Fair Hearings did not have a plan appeal for this case.

On July 20, 2023, the undersigned issued an Order to Show Cause (“Order”) why the Fair Hearing request should not be dismissed for failure to comply with Rule 59G-1.100(8)(e), Florida Administrative Code. The Order notified Petitioner’s Authorized Representative that failure

comply with the rule requirement on or before July 31, 2023, would result in dismissal of the case.

In this case, the Office of Fair Hearings received correspondence from Petitioner's Authorized Representative on July 26, 2023, requesting an extension of time to provide the Office of Fair Hearings with the NPAR. On August 7, 2023, more correspondence was received that included a cover letter from Petitioner's Authorized Representative; a letter from DentaQuest to Petitioner dated June 23, 2023, explaining the claim review and denial reasons; a Notice of Adverse Benefit Determination ("NABD") dated March 25, 2023, regarding the denial of Petitioner's authorization request for braces, monthly visits to the orthodontist, and a retainer; and another NABD dated March 15, 2023, regarding the denial of Petitioner's authorization request for teeth extraction and sedation (this NABD was sent in duplicate). However, there was no NPAR received by the Office of Fair Hearings, nor a response indicating that the plan failed to adhere to the notice and timing requirements applicable to plan appeals.

Based on the foregoing,

IT IS THEREFORE ORDERED AND ADJUDGED THAT:

This case is dismissed without prejudice and is now closed.

DONE AND ORDERED this 14th day of September, 2023, in Tallahassee, Leon County, Florida.



Debbie K. Winicki
23-FH1563
2023.09.14 08:39:17 -04'00'

DEBBIE WINICKI, Hearing Officer
Agency for Health Care Administration
Office of Fair Hearings

2727 Mahan Drive, Mail Stop # 11
Tallahassee, FL 32308-5407

NOTICE OF A RIGHT TO JUDICIAL REVIEW

A PARTY WHO IS ADVERSELY AFFECTED BY THIS FINAL ORDER IS ENTITLED TO JUDICIAL REVIEW, WHICH SHALL BE INSTITUTED BY FILING THE ORIGINAL NOTICE OF APPEAL WITH THE AGENCY CLERK OF AHCA, AND A COPY, ALONG WITH THE FILING FEE PRESCRIBED BY LAW, WITH THE DISTRICT COURT OF APPEAL IN THE APPELLATE DISTRICT WHERE THE AGENCY MAINTAINS ITS HEADQUARTERS OR WHERE A PARTY RESIDES. REVIEW PROCEEDINGS SHALL BE CONDUCTED IN ACCORDANCE WITH THE FLORIDA APPELLATE RULES. THE NOTICE OF APPEAL MUST BE FILED WITHIN 30 DAYS OF THE RENDITION OF THE ORDER TO BE REVIEWED.

COPIES FURNISHED TO:

[REDACTED]
[REDACTED]

DentaQuest of Florida, Inc.
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AHCA Medicaid Hearing Unit
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