



MetLife Utilization Review Policy

Utilization Review:

Provider Utilization Profile (PUP) evaluation is a mandatory component of the selection and retention process. The Provider Utilization Profile System is a statistically based utilization review system designed to identify dentists' treatment patterns. Dentists whose practice patterns fall outside PUP guidelines or who fail to comply with PUP or program administrative procedures may not be acceptable for initial or continued participation.

MetLife or its designated credentialing vendor performs Provider Utilization Profiling on all applicants from a national database maintained by the designated credentialing vendor. This database contains individual dental procedure utilization rates, defined as norms, and individual provider utilization profiles. These norms are compared to the individual Provider's Utilization Profile to determine which dentists are at a variance with the norm. A provider is determined to be at a variance with a norm when the provider performs at least one of the measured procedures at a rate that exceeds 85% of the other dentists in the area. If a profile meets MetLife guidelines, the provider will be considered for participation; otherwise, he/she may be counseled regarding changes that would allow him/her to be reconsidered.

A provider who does not demonstrate an acceptable Provider Utilization Profile may be selected for participation at the discretion of MetLife's National Dental Director. This will be a provisional acceptance with MetLife Claim Review (MCR) applied for at least six months.