

Preauthorization (PA) Requirements Effective January 1, 2026

To ensure medical necessity and prevent service duplication, PA is required for the procedures below. Our new system is programmed to automatically detect and verify PA requirements during claim processing.

Claims for these procedures without PA will be denied. Please update your processes and notify staff to ensure compliance.

Codes	Procedure
D2960-D2962	Labial veneers (teeth #6–11) require pre service pre authorization for all indications.

CDT Codes	Conditions
D2542 – D2664	Onlays require pre service pre authorization only for tooth surface loss (TSL) due to abrasion or attrition; all other eligible indications for onlays (e.g., complete cusp fractures, cracked tooth syndrome, endodontically treated teeth, large multi-surface restorations, teeth that cannot be restored with conventional filling materials) do not require pre authorization.
D2710 – D2794	Custom (lab fabricated) crowns require pre service pre authorization only for peg laterals (teeth #7 and #10) or for tooth surface loss (TSL) due to abrasion or attrition; all other eligible crown indications (e.g., decay, fracture, root canal therapy) do not require pre authorization.
D2928 – D2934	Prefabricated crowns require pre service pre authorization only for tooth surface loss (TSL) due to abrasion or attrition; all other eligible indications for prefabricated crowns (e.g., decay, developmental enamel defects, fracture, large multi-surface restorations, pulp therapy) do not require pre authorization.
D2799	Interim crowns require pre service pre authorization only when the permanent custom crown will be placed for peg laterals (teeth #7 and #10) or for tooth surface loss (TSL) due to abrasion or attrition; all other eligible interim crown indications do not require pre authorization.

This list is subject to change. For the latest PA list, visit www.pehp.org/providers/dental-preauthorization.

We will no longer accept unspecified CDT codes (e.g., D9999) on submitted claims. All procedures must be reported using the most specific and appropriate CDT code available. Claims submitted with unspecified codes may be denied or delayed pending resubmission with proper coding.

How to Request PA

Find the appropriate PA form online at www.pehp.org/providers/dental-preauthorization

Submit the form using one of the following methods:

Fax: 801-366-7449 (Attn: Clinical Management)

Mail: PEHP – Clinical Management, 560 E 200 S, SLC, UT 84102

Provider Portal:

1. Log in to the New Portal
2. Submit via Message Center (Dental Pre-Authorization)

Secure Email: Call 801-366-7555 or 801-366-7755 to request a secure email, then reply with your request and attachments to ensure transmission remains compliant with PHI security requirements.