SRP denial appeal checklist

For Washington dental practices. Scaling and root planing, D4341 and D4342.

Reviewed by Dinesh Kukreja, a dental practice owner who advises Adjudix and holds equity in the company, and by Aseem Pandey, Adjudix CEO. Updated October 21, 2026.

When an SRP claim is denied, the reason is often missing evidence: the insurer couldn't see what it needed. Work through these steps before you appeal, so the appeal answers the reason the claim was denied.

1 Read the denial reason

An appeal that doesn't answer the stated reason will usually be denied again.

- [ ] Denial code found on the EOB or electronic remittance
- [ ] What the insurer says is missing, in plain words: _____

2 Check the insurer's criteria

Criteria differ by insurer and plan, so don't rely on memory. The American Dental Association also publishes general guidance on documenting periodontal treatment.

- [ ] Current published SRP criteria found on the insurer's provider website
- [ ] What the criteria ask for is noted

3 Gather the evidence

- [ ] Periodontal charting with pocket depths for the treated teeth, dated close to the date of service
- [ ] Dated X-rays that show bone loss in the treated areas
- [ ] The diagnosis recorded in the chart
- [ ] The teeth or quadrants treated, matching the claim exactly
- [ ] A clinical narrative from the dentist that links the findings to the treatment
- [ ] Any prior periodontal treatment history the insurer may ask about

4 Write the narrative to the criterion

A narrative that just describes the visit is easy to deny again.

- [ ] The narrative addresses what the criterion asks for, in the insurer's terms
- [ ] It points to where each piece of evidence is attached

5 Check the deadline and send

- [ ] Appeal deadline: _____
- [ ] Everything attached, and a copy kept
- [ ] Date sent: _____
- [ ] Follow up by (30 days): _____

This is process guidance, not coding, clinical or legal advice. Check each item against your insurer's current published criteria. Keep patient details inside your practice's own systems.

Adjudix, Inc. Download the latest version at adjudix.ai/srp-appeal-checklist