Date: May 20, 2020

To: CareOregon Dental providers

From: Alyssa Franzen, DMD
Chief Dental Officer
CareOregon and CareOregon Dental

Subject: Medicaid members cannot be billed for personal protective equipment (PPE)

During the COVID-19 emergency, CareOregon Dental recognizes that access to limited supplies of personal protective equipment (PPE) is challenging. At the same time, CareOregon Dental acknowledges the ADA recommendations of using the highest level of PPE available when treating patients, to reduce the risk of exposure.

Dental providers serving Medicaid members, however, may not charge members for personal protective equipment (PPE) during their dental visits. Medicaid regulations require that providers accept Medicaid payment as payment in full, meaning providers are not allowed to bill Medicaid members for any extra PPE that may be required to perform medical or dental services. The requirements and/or recommendations surrounding PPE, and the increased expense, may not be passed on to Medicaid members.

If you have any questions about this announcement, please contact me or your CareOregon Dental team member.

In these unprecedented times, CareOregon Dental truly appreciates your efforts to continue serving our members.

Thank you.