



2019

CareOregon Dental Member Handbook



CareOregon
Dental™

Have a question?

Call: 503-416-1444 | Toll-free: 888-440-9912 | TTY/TDD: 711

Office and Mailing address: 315 SW Fifth Ave, Portland, Oregon 97204

Hours: 8 a.m. - 5 p.m., Monday - Friday

careoregondental.org

If you need this information in another form, such as another language, large print, Braille, audio tape or oral presentation, please call CareOregon Dental Customer Services at 503-416-1444 or toll-free at 1-888-440-9912 or TTY Oregon Relay at 711 or 1-800-735-2900 (both are toll free numbers).

Si necesita esta información en otro formato, tal como en otro idioma, letra grande, Braille, cinta de audio o presentación oral, sírvase llamar al Departamento de Servicio de Atención al Cliente de CareOregon Dental al 503-416-1444 o gratis al 1-888-440-9912 o al sistema de retrasmisión de Oregon TTY al 711 ó 1-800-735-2900 (ambos son números de llamada gratuita).

Если текст этого документа потребуется Вам в другом формате (например, на другом языке, набранный крупным шрифтом или шрифтом Брайля, в формате звукозаписи или чтения вслух), пожалуйста, позвоните в отдел обслуживания клиентов организации CareOregon Dental по тел. 503-416-1444 или 1-888-440-9912 (бесплатный вызов); Вы можете воспользоваться также Орегонской службой трансляции по телетайпу, набрав номер 711 или 1-800-735-2900 (в обоих случаях вызов бесплатный).

Nếu quý vị cần tin tức này trên một hình thức thay thế, như ngôn ngữ khác, in khổ chữ lớn, chữ nổi Braille, băng thâu âm hoặc thuyết trình, xin gọi điện thoại cho Dịch Vụ Thân Chủ của Nha Khoa CareOregon tại số 503-416-1444 hoặc số miễn phí 1-888-440-9912 hay TTY (điện thoại dành cho người câm và điếc) số Chuyển Tiếp tại Oregon 711 hoặc 1-800-735-2900 (cả hai số đều miễn phí).

إذا كنت بحاجة إلى هذه المعلومات بصيغة وشكل آخر، مثل ترجمتها إلى لغة أخرى أو طباعتها بخط أكبر أو صياغتها بلغة البرaille أو تسجيلها على شريط تسجيل صوتي أو عرضها بشكل شفهي إليك، فيرجى الاتصال بقسم خدمات الزبائن في CareOregon Dental على الرقم 503-416-1444 أو رقم الاتصال المجاني 1-888-440-9912 أو مرّحل أوريغون TTY على الرقم 711 أو 1-800-735-2900 (الاتصال مجاناً من كلا الرقمين).

Customer Service **503-416-1444** | Toll-free **888-440-9912**
(TTY users call 711) | careoregondental.org

CareOregon Dental Handbook

ဒီအချက်အလက်တွေကို တခြားဘာသာစကား၊ စာလုံးကြီး၊ ဘရေးလ်၊ တိပ်ခွေနေအသံ၊ ဒါမှမဟုတ် နှုတ်နဲ့တင်ပြချက် စသဖြင့် တခြားပုံစံတမျိုးနဲ့ လိုအပ်ရင် (ကဲအော်ရီဂွန် သွားဖက်ဆိုင်ရာ ကာစတာမာ ဆားဖစ်) CareOregon Dental Customer Services ကို 503-416-1444 မှာ ဒါမှမဟုတ် အခမဲ့ 1-888-440-9912 မှာ ဒါမှမဟုတ် TTY အော်ရီဂွန် တဆင့်လွှဲ ဌာနကို 711 မှာ ဒါမှမဟုတ် 1-800-735-2900 မှာ (နံပါတ် နှစ်ခုစလုံးက အခမဲ့နံပါတ်တွေပါ) ကျေးဇူးပြုပြီး ဖုန်းဆက်ပါ။

اگر این اطلاعات را به شکل و قالب دیگری نیاز دارید، مثلاً به یک زبان دیگر، چاپ درشت، خط بریل، نوار صوتی یا ارائه شفاهی، لطفاً با تلفن خدمات مشتریان مرکز دندان پزشکی CareOregon به شماره 503-416-1444 یا با شماره رایگان 1-888-440-9912 و یا با سیستم مخصوص ارتباط ناشنویان اورگان (TTY) به شماره 711 یا 1-800-735-2900 (که هر دو رایگان هستند) تماس بگیرید.

Yog koj xav tau cov ntawv no ua lwm yam, zoo li ua lwm yam lus, ua ntawv loj loj, lus Braille, kaw hauv kab xev los sis hais lus qhia tawm, thov hu mus rau CareOregon Kev Kho Hniav Qhov Chaw Pab Neeg nyob ntawm 503-416-1444 los sis hu pub dawb nyob ntawm 1-888-440-9912 los sis TTY Oregon Relay nyob ntawm 711 los sis 1-800-735-2900 (ob tug naj npawb tib si yog kev hu pub dawb).

Haddii aad u baahan tahay macluumaadkan oo u qoran qaabkale, sida luqad kale, far waawayn, farta dadka indhaha aan qabin wax ku akhriyaan ee Braille, cajalada la duubo ama hadal la soo jeedinayo, fadlan wac Adeegyada Macaamiisha CareOregon Dental 503-416-1444 ama khadka bilaashka ah ee, 1-888-440-9912 ama sii Gudbinta TTY Oregon ee 711 ama 1-800-735-2900 (labada lambarba waa khadad bilaasha).

Kama wataka maelezo haya kwa mfumo mwengine, kama vile lugha tofauti, herufi kubwa, Braille, kwa kaseti au maelezo ya maneno, tafadhali pigia simu Huduma ya Watega wa Meno katika CareOregon (CareOregon Dental Customer Services) katika 503-416-1444 au kwa simu ya bila malipo katika 1-888-440-9912 au TTY Oregon Relay katika 711 au 1-800-735-2900 (zote mbili ni namba za simu za bila ya malipo).

如果您需要本資訊的其他形式，例如其他語言、大字體版、布萊葉盲文版、錄音磁帶或口頭陳述版本，請撥打電話 503-416-1444、免費電話 1-888-440-9912、俄勒岡州聽障專線轉接電話 (TTY Oregon Relay) 711 或 1-800-735-2900 (以上兩個號碼均為免費電話)，以聯絡 CareOregon 牙科客戶服務。

Ako ove informacije trebate u drugom obliku, kao što su neki drugi jezik, veliki tisak, Braille, audio trake ili usmene prezentacije, molimo nazovite Potrošačke usluge CareOregon Dental (CareOregon Dental Customer Services) na 503-416-1444 ili besplatno na 1-888-440-9912, ili TTY Oregon Relay (za gluho-nijeme) na 711 ili 1-800-735-2900 (oba su besplatni brojevi).

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CareOregon Dental Handbook

Introduction

Welcome and thank you for choosing CareOregon Dental. Our dentists and staff are here to give you excellent dental care. We want to help you improve and enhance your health, and having regular dental care is an important part of this effort.

This handbook should help you better understand the services that we offer and your rights as a patient.

CareOregon Dental is a non-profit dental plan that provides care in Multnomah, Clackamas and Washington counties for Oregonians with Medicaid. Our mission is to help all Oregonians have quality dental care. We work with our members so they can live healthier lives and have high-quality, affordable, effective dental care whenever they need it, now and in the future.

As a member, you may receive dental care from any of the clinics listed on pages 10-13 of this booklet. If at any time you need additional help finding dental treatment you are welcome to contact CareOregon Dental staff for assistance.

See the OHP website, www.oregon.gov/oha/healthplan/Pages/benefits.aspx, or call OHP Client Services at 800-273-0557, for more information about:

- Covered and non-covered medical and dental services
- Other available services

Your Dental ID Card

Once you become a member of CareOregon Dental, we will send you a CareOregon Dental ID Card. The card will list your assigned dental clinic and phone number.

The Oregon Health Authority (OHA) will also send you an Oregon Health ID card with a coverage letter. The coverage letter shows which health plan you're in and the name of your case worker, if you have one.

It is important that you take both the Oregon Health ID and your Dental ID cards with you and show them to the dental clinic staff when you arrive for your appointment.

If you lose your CareOregon Dental ID Card, please call Customer Service to request another card.



Juliette

Customer Service

We have a helpful Customer Service staff. We can assist you with provider information and answer any questions about your dental benefits. Office hours are Monday through Friday 8 a.m. to 5 p.m.

Also, You can find this book in electronic format on our website at careoregondental.org. You can always call Customer Service to request another copy as well.

Transportation services

Transportation to dental appointments is a benefit to OHP members. If you need help getting to the dentist, call Tri-County MedLink at 855-636-8178. Services are limited.

Benefits and services

All members of CareOregon Dental are in one of two categories. Based upon your gender, age and whether or not you are a pregnant woman, the benefits you will receive are as follows:

Children and Pregnant Women - These members are eligible for preventive services such as, exams, cleanings, fluoride treatments and sealants (only for children 15 years old and younger), restorative services, including fillings and partial dentures, and oral surgery and endodontics, including extractions and root canal therapy.

Non-Pregnant Adults - These members are eligible for preventive services such as, exams, cleanings and fluoride treatments, restorative services, including fillings, and oral surgery and endodontics, including extractions. Services are limited for root canal therapy and dentures.

Your dental benefits

Your CareOregon Dental benefits are listed on the following chart.

If you need an explanation of covered and non-covered services in order to make an informed decision about your treatment, please refer to the Oregon Health Plan website, oregon.gov/oha/healthplan/Pages/benefits.aspx. Non-covered services may include an out-of-pocket expense to you.

You may ask for an OHP Client Handbook, including in another language, large print, Braille, on tape or another format from the state of Oregon by calling 800-359-9517, TTY 711. You can also view the handbook online by going to their web site at the same address as above.

If you have questions about your dental benefits, please call CareOregon Customer Service at 503-416-1444 or toll-free at 888-440-9912. (TTY users may call 711.)

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Benefits*	CareOregon Dental (pregnant women and members under 21)	CareOregon Dental (all other members)
Emergency Services		
Emergency Stabilization In or out of service area Examples: <ul style="list-style-type: none"> • Extreme pain or infection • Bleeding or swelling • Injuries to the teeth or gums 	Covered	Covered
Preventive Services		
• Exams	Covered	Covered
• Cleaning	Covered	Covered
• Fluoride treatment	Covered	Covered
• X-rays	Covered	Covered
• Sealants	Limited/15 yrs & under only	Not covered
Restorative and Prosthodontic Services		
• Fillings	Covered	Covered
• Partial dentures	Covered	Limited
• Complete dentures	Limited	Limited
• Crowns	Limited	Limited/stainless steel
Oral Surgery and Endodontics		
• Extractions	Covered	Covered
• Root canal therapy	Covered	Limited

*Benefits may be subject to prior authorization requirements and frequency limitations.

Getting started

When you join CareOregon Dental, we will issue you an ID card that lists your assigned dental clinic name and phone number. Additional clinic information is listed on pages 10-13 of this handbook.

If you wish to change your dental clinic assignment, contact Customer Service at one of the numbers below. They will always know which providers are accepting new members.

Choosing providers and making appointments

When you make your first appointment, your clinic can help you select a primary care dentist based on your personal needs (language, child or adult).

Please arrive 15 minutes before each appointment. If you cannot keep your appointment, please call the clinic at least the day before your appointment to reschedule. Each clinic has its own policy about missed appointments, so please ask your clinic about theirs.

Please remember to share any change of address or telephone number with the clinic staff when you check in for your appointments.

If you have trouble scheduling an appointment with one of our dental providers, please call Customer Service.

Interpreters

CareOregon Dental will provide language and sign language interpreters. If you need an interpreter at your dental visit, please request one when you make your appointment.

If you have a hearing or speech impairment and need additional help, please call Customer Service at 711.

After hours care

For urgent after hours dental advice, call your clinic. The clinic phone number is located on your CareOregon Dental ID card.

In network and Out-of-network providers

In most cases, you must get services from one of our clinics listed in the *CareOregon Dental Locations* section (next page).

There are some exceptions. These include emergencies or urgent situations outside of our service area.

IMPORTANT: *Always contact Customer Service before seeing a provider outside of our network. CareOregon Dental will not pay for services if you choose to see a dental provider outside of our network without our approval, or if you sign an Agreement to Pay form with an out-of-network dental provider.*

Emergency and urgent dental care services

IMPORTANT: *Always contact your dentist, even after hours, before going to an urgent care center or an emergency room. Your dentist will be able to help you make the right choice for your dental problem. Urgent care centers and emergency rooms are only for very serious and sudden health problems.*

Emergency dental care is available any time of the day or night. An emergency is a serious problem that needs immediate care. It could be an injury or sudden severe condition.

Some examples of emergency situations are:

- Bad infection
- Bad abscesses (an abscess is a blister on your gum tissue)
- Severe tooth pain (pain that does not stop when you take over-the-counter pain killers)
- A tooth that is knocked out

Urgent dental care is dental care that needs prompt, but not immediate treatment.

Some examples of urgent situations are:

- A toothache
- Swollen gums
- A lost filling

Some dental services require prior authorization from your dental plan, but emergency or urgent dental care does not.

Emergency and urgent dental care – out-of-area

If you are traveling outside of our service area and have a dental emergency, go to a local dental provider for emergency treatment only. Try to call us first before seeking emergency treatment. After you see a dental provider for a true emergency, please call your regular dental provider to arrange further care if it is needed while you are away. Also, call your dentist for follow-up care when you return.

CareOregon Dental locations

This is a list of all in-network providers and clinics that you can access as a CareOregon Dental member. All clinics are available to members with disabilities.

This list also appears on our website at careoregondental.org.



Carlos and Suzy

Dental Clinic Information

CLACKAMAS COUNTY AREA

Beavercreek Health & Wellness Center

503-655-8471 | TTY call 711
110 Beavercreek Rd, Suite 100
Oregon City, OR 97045

Hours: Monday-Friday 8 a.m. to 7 p.m.

Languages spoken: English and Spanish

Bus numbers: #32, 33

Neighborhood Health Center — Milwaukie Dental Clinic

503-850-4479 | TTY call 711
3300 SE Dwyer Dr, Suite 302
Milwaukie, OR 97222

Hours: Monday-Friday 7 a.m. to 6 p.m.

Languages spoken: English and Spanish

Bus numbers: #75, 33

Customer Service **503-416-1444** | Toll-free **888-440-9912**
(TTY users call 711) | careoregondental.org

**Neighborhood Health Center —
Oregon City Dental Clinic**

503-941-3064 | TTY call 711
19029 S Beaver Creek Rd
Oregon City, OR 97045
Hours: Monday-Friday 7 a.m. to 6 p.m.
Languages spoken: English and Spanish
Bus numbers: #32 from Oregon City
Transit Center

Sunnyside Health & Wellness Center

503-655-8471 | TTY call 711
9775 SE Sunnyside Rd, Suite 200
Clackamas, OR 97015
Hours: Monday-Friday 8 a.m. to 7 p.m.
Languages spoken: English, Vietnamese,
Spanish and Russian
Bus numbers: MAX Green line

**Yakima Valley Farm Workers Clinic
Salud Medical Center**

503-982-2010 | TTY call 711
1175 Mt. Hood Ave, Woodburn, OR 97071
Hours: Monday-Friday 7:30 a.m. to 5 p.m.
Languages spoken: English and Spanish

MULTNOMAH COUNTY AREA

Billi Odgaard Dental Clinic

503-988-6942 | TTY call 711
33 NW Broadway, Suite 380
Portland, OR 97209
Hours: Monday-Friday 8:30 a.m. to
6:30 p.m.
Languages spoken: English and Spanish
Bus numbers: #1, 4, 8, 12, 17, 19, 20, 33, 35,
44, 56, MAX Green and Yellow lines

East County Dental Clinic

503-988-6942 | TTY call 711
600 NE 8th St, Gresham, OR 97030
Hours: Monday-Friday 7:30 a.m. to 6:30 p.m.
Languages spoken: English, Spanish,
Vietnamese and Russian
Bus numbers: #1, 4, 9, 25, 26, 80, MAX
Blue line

Mid-County Dental Clinic

503-988-6942 | TTY call 711
12710 SE Division St, Portland, OR 97236
Hours: Monday-Friday 7:30 a.m. to 6:30 p.m.
Languages spoken: English, Spanish,
Russian and Farsi
Bus numbers: #4, 71

**Native American Rehabilitation Association
of the NW, Inc. (NARA) Dental Clinic**

971-347-3009 | TTY call 711
12750 SE Stark St, Building E
Portland, OR 97233
Hours: Monday-Friday 7:30 a.m. to 6 p.m.
Languages spoken: English and Spanish
Bus number: #20

Northeast Dental Clinic

503-988-6942 | TTY call 711
5329 NE Martin Luther King Jr Blvd
Portland, OR 97211
Hours: Monday-Friday 7:30 a.m. to 6:30 p.m.
Languages spoken: English, Spanish,
Vietnamese and Russian
Bus numbers: #6, 72

OHSU Russell Street Dental Clinic

503-434-6822 | TTY call 711
214 N Russell St, Portland, OR 97227
Hours: Monday-Friday 7:30 a.m. to 5 p.m.
Languages spoken: English and Russian
Bus numbers: #4, 24, 44

Rockwood Dental Clinic

503-988-6942 | TTY call 711
2020 SE 182nd Ave, Portland, OR 97233
Hours: Monday-Friday 7:30 a.m. to 6:30 p.m.
Languages spoken: English and Spanish
Bus number: #4

Southeast Dental Clinic

503-988-6942 | TTY call 711
3653 SE 34th Ave, Portland, OR 97202
Hours: Monday-Friday 7:30 a.m. to 6:30 p.m.
Languages spoken: English, Cantonese, Spanish and Russian
Bus number: #9, 66, 75

Wallace Medical Concern Dental Clinic

503-489-1760 | TTY call 711
18139 NE Couch St, Portland, OR 97230
Hours: Monday-Friday 8 a.m. to 5 p.m.
Languages spoken: English
Bus number: MAX Blue line

WASHINGTON COUNTY AREA

Neighborhood Health Center — Tanasbourne

503-848-5861 | TTY call 711
18650 NW Cornell Rd, Suite 220
Hillsboro, OR 97124
Hours: Monday-Friday 7 a.m. to 6 p.m.
Languages spoken: English
Bus numbers: #48, 52

Virginia Garcia — Beaverton Central Dental Clinic

503-718-3675 | TTY call 711
12600 SW Crescent St, Suite 190
Beaverton, OR 97005
Hours: Monday-Friday 7 a.m. to 6 p.m.
Languages spoken: English and Spanish
Bus number: #57, Max Blue line

Virginia Garcia — Beaverton Wellness Center

503-352-7990 | TTY call 711
2725 SW Cedar Hills Blvd
Beaverton, OR 97005
Hours: Monday, Wednesday and Friday 7 a.m. to 6 p.m. Tuesday and Thursday 7:30 a.m. to 6:30 p.m.
Languages spoken: English and Spanish
Bus numbers: #20, 48, 50, MAX



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**Virginia Garcia — Cornelius
Wellness Center**

503-359-8505 | TTY call 711
44 N 11th Ave, Cornelius, OR 97113

Hours: Monday-Thursday 7 a.m. to 7:30 p.m.
Friday 7:30 a.m. to 5 p.m.

Languages spoken: English, Spanish,
Turkish and Farsi

Bus number: #57

Virginia Garcia — Hillsboro Dental Clinic

503-352-2354 | TTY call 711
730 SE Oak St, Suite A & B
Hillsboro, OR 97123

Hours: Monday, Wednesday and Friday
7 a.m. to 6 p.m. Tuesday and Thursday
7:30 a.m. to 6:30 p.m.

Languages spoken: English and Spanish

Bus number: #57, MAX Blue line

Virginia Garcia — McMinnville Clinic

503-883-4700 | TTY call 711
115 NE May Lane, McMinnville, OR 97128

Hours: Monday, Wednesday and Friday
7 a.m. to 6 p.m. Tuesday and Thursday
7:30 a.m. to 6:30 p.m.

Languages spoken: English and Spanish

Bus number: #2

Virginia Garcia — Newberg Dental Clinic

971-281-3050 | TTY call 711
2251 E Hancock St, Suite 106
Newberg, OR 97132

Hours: Monday and Wednesday 7 a.m. to
6 p.m. Tuesday and Thursday 7:30 a.m. to
6:30 p.m. Friday - closed

Languages spoken: English and Spanish

Provider information

Call Customer Service for questions
or go to our website at:

careoregondental.org/clinics

Prescriptions

Prescriptions are covered by your Medical Health plan. Refer to your Oregon Health Plan medical handbook for information.

Additional services

Primary care dentists provide most dental services to our patients, but some services require special expertise. If your PCD thinks you need special services, they will recommend a CareOregon Dental specialist.

Referrals are made on a case-by-case basis when your dentist feels it is necessary. If you go to a specialist that isn't in our network without a referral from your dentist, your bill may not be paid. This means you might have to pay the bill yourself.

CareOregon Dental does not pay providers a bonus to limit services to their patients.

Care for patients with special needs

CareOregon Dental helps members with special needs through our Exceptional Needs Dental Services (ENDS) program. This includes people who live in special care facilities and nursing homes who are unable to travel to a dental office for care. Referrals to those services are coordinated through CareOregon Dental at 503-416-1444 or 888-440-9912. (TTY 711.)

The importance of oral health

Infections in the mouth can weaken your immune system. This can worsen other health conditions. Routine dental visits can lower the number of bacteria and infections in your mouth, keeping you healthier. For patients with diabetes, routine dental cleanings can help control blood sugar levels. Patients with other chronic health conditions, such as rheumatoid arthritis, can also benefit from routine dental care.

Pregnant Women

Your oral health is even more important while you are pregnant because it can affect the health of your baby. Studies show pregnant women with gum disease may be more likely to have a baby born too early. Receiving dental care while you are pregnant is safe for you and your baby. Call your CareOregon Dental provider if you are expecting a baby.

Dental Care During Pregnancy

How does my pregnancy affect my oral health?

Loss of calcium from your teeth during pregnancy is a myth. But it is true that pregnancy increases hormones in your body that can make your gum tissues react differently to plaque. Plaque that is not removed can cause gum disease (gingivitis).

Could gum disease affect my baby's health?

The bacteria from gum disease can enter the bloodstream through your gums. Once in the bloodstream, studies have shown that these bacteria are unhealthy for both a pregnant woman and the developing baby, and may possibly cause early labor.

When should I see a dentist?

You should see a dentist if you are planning to become pregnant or as soon as you think you are pregnant. It's a good idea to schedule a dental visit early in your first trimester for an oral checkup and cleaning. The dentist may suggest regular visits during your pregnancy to check your oral health.

What can I do to improve my oral health?

- Brush your teeth and gums twice a day with a fluoride toothpaste and floss every day
- See your dentist

- Eat healthy foods
- » Daily include foods rich in vitamin C and calcium
 - Good sources for vitamin C are: oranges, grapefruit, red berries, broccoli, kiwi
 - Good sources for calcium are: milk, cheese, dried beans and leafy green vegetables
- Limit snacking on pop, sweets, and starchy snacks like chips
- Quit smoking
- » Call the Oregon Tobacco Quitline for free help
 - The Quitline is open 5 a.m. to 12 a.m., every day
 - 1-800-QUIT-NOW (1-800-784-8669)
- Get plenty of rest
- Learn how to take care of your baby's gums and teeth now

First tooth/first visit

A **Baby Day** dental visit is a special event for you and your child. A Baby Day visit is your child's first introduction to dental services.

It is best for your baby to have the first dental visit within 6 months of showing his/her first tooth, but no later than baby's

first birthday. You will learn ways to keep cavities away and improve your child's oral health.

Patient rights and responsibilities

As an OHP client, you will be:

- Treated with dignity and respect, the same as other patients
- Free to choose your dental provider
- Urged to tell your dental provider about all your health concerns
- Able to have a friend or helper come to your appointments, and an interpreter if you want one
- Told about all of your OHP-covered and non-covered treatment options
- Allowed to help make decisions about your dental care, including refusing treatment, without being kept away from other people or forced to do something you don't want to do
- Given a referral or second opinion, if you need it
- Given care when you need it, 24 hours a day and 7 days a week
- Free to get help with addiction to tobacco products, alcohol and drugs without a referral

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- Given handbooks and letters that you can understand
- Able to see and get a copy of your health records
- Able to limit who can see your health records
- Sent a Notice of Action letter if you are denied a service or there is a change in service level
- Free from any form of restraint or seclusion (isolation) that is not medically necessary or is used by staff to bully or punish you. Staff may not restrain or isolate you for the staff's convenience or retaliation against you. You have the right to report violations to CareOregon Dental and/or to the Oregon Health Plan
- Given information and help to appeal denials and ask for a hearing
- Allowed to make complaints and get a response without a bad reaction from your plan or provider
- Free to ask the Oregon Health Authority Ombudsperson for help with problems at 503-947-2346 or toll-free 877-642-0450, TTY/TDD 711

As an OHP client, you agree to:

- Find a dentist or other provider you can work with and tell them all about your health
- Treat providers and their staff with the same respect you want
- Bring your medical ID cards to appointments, tell the receptionist that you have OHP and any other health insurance, and let them know if you were hurt in an accident

- Be on time for appointments
- Call your provider at least one day before if you can't make it to an appointment
- Have yearly check-ups, wellness visits and other services to prevent illness and keep you healthy
- Follow your dentists' directions, or ask for another choice
- Be honest with your providers to get the best service possible
- Call OHP Customer Service when you move, are pregnant or no longer pregnant

Disenrollment

CareOregon Dental can ask The Oregon Health Authority (OHA) to disenroll you if:

- Your behavior is disruptive, unruly or abusive to the point that your enrollment seriously hurts the dental provider's ability to provide services to you or others
- You become violent or threaten to hurt a dental provider or property, the staff or other patients
- You commit fraud or illegal acts, such as allowing others to use your medical ID card, altering a prescription, theft or other criminal acts committed in any provider or dental provider location

Before OHA disenrolls you from CareOregon Dental, we will try to contact you and understand your point of view. Based on our communication with you, we hope that the problem will not continue. If the problem does continue, we can request that you are disenrolled from CareOregon Dental.



Dr. Bell with Richard

Changing dental plans

You may change your dental plan:

- If you did not select a dental plan and one was assigned to you. Contact your DHS or OHP case worker within 30 days from receiving your Medical Care ID Card and Coverage Letter.
- When you reapply for coverage.
- If you move out of CareOregon Dental's coverage area, or away from your dental provider.
- For any important reason that OHA approves.



Svetlana and Sofia

Complaints and appeals

How to make a complaint or grievance

If you are very unhappy with CareOregon Dental, your dental services or your provider, you can complain or file a

grievance. We will try to make things better. Just call Customer Service at 503-416-1444 or toll-free 888-440-9912 (TTY/TDD 711), or send us a letter to the address on page 24. We must solve it and call or write you in five (5) workdays.

If we can't solve it in five workdays, we will send you a letter to explain why. If we need more than 30 more days to address your complaint, we will send you a letter within five workdays to explain why. We will not tell anyone about your complaint unless you ask us to. If we need even more time, we will send another letter within five days.

Appeals and hearings

If we deny, stop or reduce a medical service your provider has ordered, we will mail you a Notice of Action/Benefit Denial letter explaining why we made that decision. You have a right to ask to change it through an appeal and a state fair hearing. You must first ask for an appeal no more than 60 days from the date on the Notice of Action letter.

How to appeal a decision

In an appeal, a different health care professional at CareOregon Dental will review your case. Ask us for an appeal by:

- Calling Customer Service at 503-416-1444 or toll-free 888-440-9912 (TTY 711)
- Writing us a letter, or
- Filling out an Appeal and Hearing Request, OHP form number OHP 3302 or MSC 443

If you want help with this, call and we can fill out an appeal form for you to sign. You can ask someone like a friend or case manager to help you. You may also call the Public Benefits Hotline at 800-520-5292 for legal advice and help. You will get a Notice of Appeal Resolution from us in 16 days letting you know if the reviewer agrees or disagrees with our decision. If we need more time to do a good review, we will send you a letter saying why we need up to 14 more days. You can keep on getting a service that already started before our decision to stop it. You must ask us to continue the service within 10 days of getting the Notice of Action letter that stopped it. If you continue the service and the reviewer agrees with the original decision, you may have to pay the cost of the services that you received after the Effective Date on the Notice of Action letter.

Provider Appeals

Your provider has a right to appeal for you when their physician's orders are denied by a plan. You must agree to this in writing.

How to get an administrative hearing

After an appeal, you can ask for a state fair hearing with an Oregon Administrative Law Judge. You will have 120 days from the date on your Notice of Appeal Resolution (NOAR)



Sofia and Rose

to ask the state for a hearing. Your NOAR letter will have a form that you can send in. You can also ask us to send you an Appeal and Hearing Request form, or call OHP Client Services at 800-273-0557, TTY 711, and ask for form number OHP 3302 or MSC 443. At the hearing, you can tell the judge why you do not agree with our decision and why the services should be covered. You do not need a lawyer, but you can have one or someone else, like your doctor, with you. If you hire a lawyer you must pay their fees.

You can ask the Public Benefits Hotline (a program of Legal Aid Services of Oregon and the Oregon Law Center) at 800-520-5292, TTY 711, for advice and possible representation. Information on free Legal Aid can also be found at **oregonlawhelp.org**. A hearing takes more than 30 days to prepare. While you wait for your hearing, you can keep on getting a service that already started before our original Notice of Action decision to stop it. You must ask the state to continue the

service within 10 days of getting our Notice of Appeal Resolution that confirmed our denial. If you continue the service and the judge agrees with the denial, you may have to pay the cost of the services that you received after the date on the Notice of Appeal Resolution.

Expedited Hearings for Urgent Medical Problems

If you believe your dental problem cannot wait for a review, ask CareOregon Dental or OHA for an expedited (fast) appeal or hearing.

For the quickest results, you may fax your appeal form to:

CareOregon Dental Appeals
Coordinator at 503-416-8118

Our mailing address is:
CareOregon Dental
Attn: Appeals and Grievances
315 SW Fifth Ave
Portland, OR 97204

Also, you may request an expedited (fast) hearing from OHA. Fax your hearing request form to:

OHP Hearings Unit at 503-945-6035

Include a statement form (DMAP 3302) to your provider explaining why it is urgent. If OHP agrees that it is urgent, the Hearings Unit will call you in three workdays.

Important To Know: *Appealing a decision will not affect continuation of service with CareOregon Dental. However, you may have to pay for services delivered during the appeal process if the decision to deny or limit the service is upheld.*

Confidentiality

All patient information is kept confidential, including your dental records and any verbal discussions between you and the clinic staff. CareOregon Dental and its contracted dentists follow the Health Insurance Portability and Accountability Act (HIPAA) rules. Information in your records will not be released without your permission, except as needed by Oregon Health Authority.

You may request copies of your dental records. You may also request that your dental records be corrected if you see an error.



Mundee and Zeferino

Fraud and abuse

CareOregon Dental has policies and guidelines to detect, prevent and respond to fraud and abuse related to the administration of the Oregon Health Plan. We have a process to help members, providers, staff or others report such events. Members have the right to request a copy of the CareOregon Dental Fraud and Abuse Policy, which applies to both providers and members. Others are welcome to request it as well.

Please contact Customer Service at 503-416-1444 or toll-free 888-440-9912 (TTY/TDD 711) to request a copy of our Fraud, Waste and Abuse Prevention, Detection and Reporting procedures.

Notice of Privacy Practices

A Notice of Privacy Practices describes how we use your personal health information. It lists what we can and cannot do with your information and the laws in place that we must follow to keep your information secure.

The notice also tells you about your rights when it comes to your protected health information.

If you want a copy of our Notice of Privacy Practices, please call Customer Service and we will send you one.



Dental Customer Service:

Portland area 503-416-1444

or toll-free 888-440-9912

TTY/TDD 711

Hours of Operation:

8 a.m. - 5 p.m. Monday—Friday

careoregondental.org