



MEMBER HANDBOOK

JANUARY 1, 2018

Welcome to Advantage Dental Services, LLC

Thank you for choosing Advantage Dental Services, LLC as your dental plan. You were assigned to this dental plan by your Coordinated Care Organization (CCO) or by Oregon's Medicaid Assistance Program (MAP) through the Open Card. Advantage Dental has dental providers in every Oregon County. Our dental providers want to provide you and your family with the most up to date and highest quality dental treatment.

It is important for you to know how to get dental care. This member handbook will help you choose a Primary Care Dentist (PCD). It provides information about how to make an appointment, what to do in a dental emergency, and your rights and responsibilities. For a complete list of dental providers, please call Customer Service at 866-268-9631 or see the website at www.advantagedentalservices.com.

- **Take a few minutes to read this handbook carefully. It will answer many of the questions you may have about how to use your dental plan.**

If you have other questions about Advantage Dental Services, or your covered dental benefits, call the Customer Service Department at 866- 268-9631 or TTY 711, Monday through Thursday between 8:00 a.m. and 6:00 p.m. and Friday between 8:00 a.m. and 5:00 p.m. An Advantage Dental Services representative will be happy to help you. You may also visit the Advantage Dental website at www.advantagedentalservices.com or write to Advantage Dental Services at 442 SW Umatilla Ave, Ste 200, Redmond Oregon 97756.

It is important to call your PCD to make an appointment as soon as possible after you are assigned to a PCD. If you need any information in a non-English language or in a different format you may tell your PCD, or call 866-268-9631 or TTY 711. You may also use the Oregon Telecommunications Relay System for assistance by calling 800-735-1232 or TTY 711.

Si necesita otro idioma, letra grande, Braille, CD, cinta de audio u otro formato, llame al Departamento de Atención al Cliente al 866-268-9631, TTY 711. Si desea ver el Manual para los Miembros, puede hacerlo en www.AdvantageDentalServices.com. Si desea que le enviemos un ejemplar del Manual, llame al Departamento de Atención al Cliente.

Si desea, puede haber un intérprete presente durante sus citas. Cuando llame para solicitar una cita, informe al consultorio médico que necesita un intérprete que hable español. En www.Oregon.gov/oha/ oei hallará información sobre intérpretes que se especializan en el campo médico.

Если данный документ необходим вам на другом языке, крупным шрифтом, шрифтом Брайля, на компакт-диске, кассете или в другом формате, пожалуйста, звоните в отдел обслуживания клиентов по телефону 866-268-9631, ТТУ 711. Если вам нужно обратиться к справочнику клиента, вы сможете найти его на интернете по адресу www.AdvantageDentalServices.com.

Если же вы хотите получить копию справочника, пожалуйста, звоните в отдел обслуживания клиентов.

По вашему желанию на встрече может присутствовать переводчик. При назначении приема, сообщите персоналу о необходимости присутствия переводчика и язык, на котором вы говорите. Информацию о переводчиках в сфере здравоохранения вы сможете найти на сайте www.Oregon.gov/oha/oei.

Если данный документ необходим вам на другом языке, крупным шрифтом, шрифтом Брайля, на компакт-диске, кассете или в другом формате, пожалуйста, звоните в отдел обслуживания клиентов по телефону 866-268-9631, ТТУ 711. Если вам нужно обратиться к справочнику клиента, вы сможете найти его на интернете по адресу www.AdvantageDentalServices.com.

Если же вы хотите получить копию справочника, пожалуйста, звоните в отдел обслуживания клиентов.

По вашему желанию на встрече может присутствовать переводчик. При назначении приема, сообщите персоналу о необходимости присутствия переводчика и язык, на котором вы говорите. Информацию о переводчиках в сфере здравоохранения вы сможете найти на сайте www.Oregon.gov/oha/oei.

TABLE OF CONTENTS

Subject	Page Number
Appointments	2
Benefits and Services	4
Complaint and Appeal Process	6
Confidentiality	5
Covered Services	4
Disenrollment	1
Dos and Dont's	9
Emergency Care	2-3
How to Get Dental Care	2
Identification Medical/Dental Card.	2
Information on Request	5
Intensive Care Coordination	2
Interpreter Services	1
Moving out of County	5
Non-covered Services	4
Non-covered Services Access	5
Phone Numbers	9
Preventive Dental Care	5
Primary Care Dentist (PCD).	1
Records Copied	5
Responsibilities, Member	7
Rights, Member	7
Routine Care Away From Home.	3
Specialist Care	4
Transportation	5
Urgent Care	3
Your Records Are Private	5

Interpreter Services

Advantage Dental Services wants to make sure you get the dental care you need.

If you need an interpreter for dentist visits to assist you with questions, contact Customer Service at 866-268-9631 or TTY 711. Interpreters are available either by phone or in person.

If you need this Oregon Health Plan Member Hand- book, or other informational materials in different formats, such as:

- Other Language
- Large Print
- Audio Tape
- Braille
- Computer Disk
- Oral Presentation

Contact Customer Service at 866-268-9631 or TTY 711 to request the format you need. There is no charge for this information. You may also use the Oregon Telecommunications Relay System for interpreter services or alternative formats by dialing 800-735-1232 or TTY 711.

Culturally-sensitive Health Education

Advantage Dental Services respects the dignity and the diversity of our members and the communities where they live. We want to make sure our services address the needs of people of all cultures, languages, races, ethnic backgrounds, abilities, religions, genders, sexual orientations, and other special needs of our members. We want everyone to feel welcome and well-served in our plan.

Our health education programs include self-care, prevention, and disease self-management. Please call Customer Service at 866-268-9631 or TTY 711 for more information.

If You Need Immediate Services During Your First Month of Enrollment

Contact your PCD. If you don't have one, or you are unable to reach your Primary Care Dentist (PCD), call Customer Service at 866-268-9631 or TTY 711 to obtain:

- Prescriptions
- Services
- Supplies

- Other Necessary Items

Disenrollment and Changing Dental Plans

You may be disenrolled from a dental plan for various reasons. You might move outside of the service area of the dental plan. Your personal situation may change and you become no longer eligible for the Oregon Health Plan.

You may ask to be disenrolled from one dental plan and enrolled in another dental plan. If you are in a CCO, call your CCO's customer service and ask to change dental plans. If you are not in a CCO but on Open Card, call the OHP office at 800-699-9075.

Primary Care Dentist

Each member of your family must have a dentist who will be their Primary Care Dentist (PCD). You will go only to your PCD for all routine and other dental care. All your dental records will be up-to-date and in one place. Your PCD will take care of most of your dental care needs. Your PCD will also send you to a specialist if you need to go.

Choosing A Primary Care Dentist

You can find our Provider Directory on our web site at www.advantagedentalservices.com or you can call Customer Service at 866-268-9631 or TTY 711 to learn the name, gender, address, office hours of your PCD. The provider directory will also tell you if the PCD is ADA accessible and if the staff speaks any languages besides English. It is important to choose a provider office near your home that meets any needs you may have. If you do not choose a PCD, Advantage Dental Services will assign a provider for you.

How to Change Your PCD

If you want to change your PCD, call Advantage Dental Services at 866-268-9631 or TTY 711, or write to Advantage Dental Services at 442 SW Umatilla Ave, Ste 200, Redmond, Oregon 97756. A Customer Service Representative will help you make the change.

Please provide your name and the DMAP

number of the family member who wants to change. Also, please provide the reason for the change. If you know which PCD you want, include his or her name. Advantage Dental Services will review the change. Approved changes are effective on the first of the following month.

Advantage Dental Services allows one PCD change every 6 months.

If you leave the plan and then return again, you will have the same PCD.

DMAP or CCO Medical Care ID Card

The Department of Medical Assistance Programs (DMAP) or your assigned CCO will send you an Oregon Health ID card. You must keep this card with you and show it to your PCD. If you lose your Oregon Health ID card, contact your Department of Human Services (DHS) caseworker or your CCO.

Take your Oregon Health ID card with you when you go for dental care.

Advantage Dental Services Member Identification Card

You will receive an Advantage Dental Services Member Identification card with your Welcome Letter.

How to Get Dental Care

When you or your family needs care, call your PCD, 24 hours a day, seven days a week. Your PCD will take care of most of your dental care, and will send you to a specialist if you need to go.

Try to call your PCD during normal office hours. If you call after hours, or on a weekend, you may hear an automated message telling you where to call for urgent or emergency services. The on-call Customer Service Representative will contact your PCD and arrange for him or her to call you back. Often, another Dentist may take calls for your PCD. Talk to the Dentist “on-call,” even if it is not your usual PCD. Let him or her guide you in taking care of your dental needs.

How to Make an Appointment

When you need to see your PCD, call your PCD’s office for an appointment. Tell the receptionist who answers the phone your PCD’s name, your name, and why you need to see your PCD. The receptionist will make your appointment for you. Please remember to tell the receptionist that you are a member of Advantage Dental Services.

Keeping Your Appointments

If you make an appointment and are unable to keep it, be sure to cancel by calling the dentist’s office *at least the day before*. If you miss an appointment, work with your DHS caseworker to solve the reason for missing appointments. Call your DHS caseworker or your CCO if you need transportation.

If you miss three appointments without canceling, your PCD may no longer want to provide care for you or your family members.

Intensive Care Coordination

Intensive Care Coordination helps dental plan members who have special needs. This special program helps members age 65 and older and members with a disability, to get the right dental care. Members who have special supply or equipment needs, or who need more support services, may ask for special services.

Call our Customer Service for intensive care coordination services if you need help getting the right care.

Emergency Care

Emergency care is covered 24 hours a day, seven days a week. Advantage Dental Services will pay for emergency services as long as an emergency exists. ***Prior authorization is not required for a dental emergency.*** First call your PCD. If you can- not reach your PCD, call Advantage Dental Services at 866-268-9631, TTY 711 and the Customer Service Department will help you find a dentist if you have a dental emergency.

HOW TO RECOGNIZE A DENTAL EMERGENCY

An emergency is when a service is needed immediately, or appears to be needed immediately, because of an injury or sudden illness. Some examples of emergencies are:



HEAVY BLEEDING THAT DOES NOT STOP



INFECTION THAT MAKES IT HARD TO BREATHE



TOOTH THAT HAS BEEN KNOCKED OUT

DO NOT use the hospital emergency room or urgent care for a toothache. Routine care, such as cavities, broken teeth, and non-emergent dental problems are **NOT** considered emergencies.

DO NOT wait until after office hours to get care for you and your family, if you need to see a dentist. You may call your PCD anytime, day or night, if you need to. Someone is always available to give you advice 24 hours a day, seven days a week. Speak with the dentist "on-call," even if he or she is not your usual PCD.

DO NOT go to the hospital emergency room for care that should take place in your PCD's office.

What to Do if You Have an Emergency

If you have a dental emergency follow these procedures:

First contact your PCD. If your PCD cannot be reached, call Advantage Dental Services at 866-268-9631, TTY 711 and a person will help you with your emergency.

If you do not have a PCD, call Advantage Dental Services at 866-268-9631, TTY 711, for emergency care. Choose a PCD as soon as you can.

If you cannot reach your PCD or Advantage Dental Services, call 911 or go to the hospital emergency room. Tell the emergency care personnel the name of your PCD. Follow-up care is not an emergency. Call your PCD, or Advantage Dental Services, for follow-up care if needed.

Post-Emergency Follow-up Care

See your PCD for all follow-up care after the emergency. Call your PCD or Advantage Dental Services to arrange for post-emergency care. Do not go to the hospital emergency room or urgent care unless an emergency exists. Care after an

emergency or to stabilize your condition includes those services necessary to further treat your dental problem once the emergency is over and as required by federal law (42CFR438.114(a)). Follow-up care after the emergency may also be needed to maintain the dental care provided during the emergency visit. Follow-up care is covered but is not considered an emergency; please call your PCD for follow-up care.

Emergency or Urgent Care When You Are Away From Home

If you are traveling and have a dental emergency, contact your PCD. If your PCD is not available, call Advantage Dental Services at 866-268-9631 or TTY 711. If you cannot reach your PCD or Advantage Dental Services, dial 911 or go to the nearest hospital emergency room.

An emergency is heavy bleeding that does not stop, infection that makes it hard to breathe, or a tooth that has been knocked out.

Please call Advantage Dental Services at 866-268-9631 or TTY 711 to arrange for further care if it is needed while you are away from home. Also, call for transfer of your follow-up care to your regular dentist.

Urgent Care

If you or your family needs urgent dental care, call your PCD. Your PCD will either schedule you for an appointment as soon as one is available, or will give you advice. If your PCD cannot be reached, call Advantage Dental Services at 866-268-9631 or TTY 711 and a Customer Service Representative will help you get the care you need.

Routine Care When You Are Away From Home

Advantage Dental Services will not pay for routine or follow-up care if you are away from home. If you choose to get routine dental care while you are away from home, you may have to pay for the care you receive.

Specialist Care

If you need specialty care, you must be referred by your PCD. See your PCD first. Your PCD will give you a referral to the specialist. The specialist will call you to set up an appointment.

Plan Services and Benefits/Exclusions

The Oregon Health Services Commission produced the Oregon Health Plan (OHP) Benefit Package after many public hearings and community meetings held throughout Oregon. Not all dental treatments are covered. The Oregon Legislature did not fund those treatments that ranked lower on the priority list.

Co-Payments for OHP Plans

Advantage Dental Services and your PCD will not be collecting copayments from OHP Members for covered services. If you have any questions or concerns, please contact the Customer Service Department at 866-268-9631, TTY 711.

Non-Covered Services

Not all dental treatments are covered. When you think you need dental care, contact your PCD.

**Not all of the listed services are covered for everyone.
Covered services depend on the dentist's diagnosis and treatment plan.**

Benefits	OHP Plus (for pregnant women and members under 21)	OHP Plus (for all other adults)
Emergency Services		
Emergency Stabilization (in or out of your service area) Examples: <ul style="list-style-type: none"> • Extreme pain or infection • Bleeding or swelling • Injuries to the teeth or gum 	✓	✓
Preventive Services		
Exams	✓	✓
Cleanings	✓	✓
Fluoride treatment	✓	✓
Xrays	✓	✓
Sealants (Age 16 and Younger)	✓	Not Covered
Restorative Services		
Fillings	✓	✓
Partial dentures	Limited	Limited
Complete dentures	Limited	Limited
Crowns	Limited	Limited
Oral Surgery and Endodontics		
Extractions	✓	✓
Root Canal Therapy	✓	Limited

IMPORTANT: Some services may be limited or need your dentist's approval.

How and Where to Access Non-Covered Services

If you want a non-covered service, you can discuss this with your PCD. Ask if there are any covered options. If you still want the non-covered service, your PCD will ask you to sign an “Agreement to Pay” form showing you are responsible for paying for these non-covered services. The form must show the name and cost of the services.

Dental Prevention for Children and Adults

Dental Prevention for Children and Adults

Preventative care is a very important part of the care you receive from your PCD. This includes regular checkups and dental cleanings. These services are recommended by your PCD. Please discuss the recommended schedule or dental check-ups with your PCD.

Note: It is very important you thoroughly clean your mouth at least once every 24 hours.

Transportation

If you need help getting to dental care appointments, contact your DHS caseworker several days before your appointment. Transportation is part of your OHP benefit so contact your caseworker, CCO, or local transportation service for help in getting transportation when you need it.

Confidentiality

Advantage Dental Services and your PCD know that the dental care you and your family receive through this dental plan, and your dental records, are private. Advantage Dental Services follows the Health Insurance Portability and Accountability Act (HIPAA) privacy guidelines stated in the Notice of Privacy Practices. You must sign a Release of Information form if you want your PCD to send your dental records to another provider. If you have a complaint or file a grievance, the information is treated as confidential by your dental plan, also.

Native Rights

American Indians and Alaska Natives can receive their care from an Indian Health Service (IHS) clinic or

tribal wellness center. This is true whether you are in a Coordinated Care Organization (CCO) or have an open card.

Getting a Copy of Your Records

You may ask for a copy of your dental records from your PCD. Your PCD may charge a fee for copying your records. Ask your PCD if there is a charge at the time you ask for the records.

Information on Request

You may get information on the structure and operation of Advantage Dental Services, LLC, including whether providers are paid not to give some services, by calling Customer Service at 866-268-9631 or TTY 711, or write to Advantage Dental Services at 442 SW Umatilla Ave, Ste 200, Redmond, OR 97756.

If You Move Out of the County

If you don't tell your DHS caseworker, CCO or OHP you have moved, you may not get the dental care you and your family need.

Be sure to tell your DHS caseworker and Advantage Dental Services *immediately*, if you move out of the county. Please have your new address available when you call. **If you don't have a worker, call OHP at 800-699-9075.**

Your Records are Private

Advantage Dental Services and your PCD only share your records with people who need to see them for treatment and payment reasons. You can limit who sees your records. If there is someone you don't want to see your records, please tell us in writing. You can ask us for a list of everyone we have shared your records with.

A law called the Health Insurance Portability and Accountability Act (HIPAA) protects your medical records and keeps them private. This is also called confidentiality. We have a paper called Notice of Privacy Policies that explains in detail how we use our members' personal information. We will send it to you if you ask. Just call Customer Service at 866-268-9631 or TTY 711 and ask for our Notice of Privacy Policies.

Complaint and Appeal Procedure

Advantage Dental Services and your PCD want to provide you the best dental care possible. If you have a complaint with any part of your treatment or you want to appeal a decision by Advantage Dental Services, contact your PCD or Customer Service at 866-268-9631 or TTY 711, or write to 442 SW Umatilla Ave, Ste 200, Redmond, OR 97756.

A. Complaint Process

The staff will look into all issues, dental or non-dental related. Advantage Dental Services will get back to you within five working days depending on the type of complaint. A complaint is a member's expression of dissatisfaction: such as being unable to schedule appointments in a timely manner or if the provider's staff is rude and does not return phone calls. If we can't resolve your complaint in 5 days, we will explain why we need more time. In that case, Advantage Dental Services has 30 days to follow-up with you after reviewing and investigating your complaint. All information about your complaint is confidential. You may need to give Advantage Dental Services permission to look into your complaint. Without permission, Advantage Dental Services may not be able to help you.

B. Appeal Process

1. If you do not receive a service that is provided under your OHP Benefit Package described above, or a preauthorization for a requested service is denied, Advantage Dental Services will mail you a "Notice of Action" stating the decision. If you are not satisfied with the decision of Advantage Dental Services, you can appeal the decision within 60 days of the date written on your "Notice of Action to Deny a Benefit" by calling Customer Service at 866-268-9631 or TTY 711, or writing Advantage Dental Services at 442 SW Umatilla Ave, Ste 200, Redmond, OR 97756. Advantage Dental Services will review your appeal and send you a decision within 16 days. Advantage Dental Services will provide you with a decision in a "Notice of Appeal Resolution" letter and your right to appeal that decision.
2. If your appeal is denied, you may ask for an Administrative Hearing. You may get the Administrative Hearing (OHP3030) form from your DHS caseworker, Advantage Dental Services,

your CCO, or you can call the Client Services Unit at DHS Division of Medical Assistance Programs (DMAP) at 800-273-0557, TTY 711.

3. You may have someone speak for you at the Administrative Hearing, according to Oregon Administrative Rule 410-141-0264.
4. If an appeal or a request for a hearing has been filed within 10 days of the denial notice, the dental service that was denied or reduced *may continue*. If you were getting the service before the denial notice, you can keep getting it during an appeal, and during an Administrative Hearing process. Tell us you want to continue the service within 10 days of getting the denial notice.
5. If the final decision is unfavorable to you, you may have to pay the cost of services provided while waiting for a decision on the appeal or hearing.
6. Your Primary Care Dentist (PCD) has the right to file an appeal to challenge the failure of Advantage Dental Services to cover a service.
7. If you need help with these steps, please contact Customer Service at 866-268-9631 or TTY 711, your DHS caseworker, or the Public Benefits Hotline of Legal Aid and the Oregon Law Center at 800-520-5292, TTY 711. Information on free Legal Aid can also be found at www.oregonlawhelp.org.
8. If, at any step in this process, your problem is resolved you need to contact the DMAP Hearings Representative.
9. ***Fast Review for Urgent Dental Problems.*** If you believe your dental problem cannot wait for a 16-day review, tell Advantage Dental Services that you need a fast, 3-day review.
10. If you need an interpreter, Advantage Dental Services will provide one for you.

Member Rights & Responsibilities

[OAR 410-141-0320; OAR 410-141-3300;
42 CFR 438.100]

As an OHP client, you will be:

1. Treated with respect and dignity, the same as other patients
2. Free to choose your provider
3. Urged to tell your provider about all your health concerns
4. Able to have a friend or helper come to your appointments, and an interpreter if you want one
5. Told about all of your OHP covered and non-covered treatment options
6. Allowed to help make decisions about your health care, including refusing treatment, without being held down, kept away from other people, or forced to do something you don't want to do, except for court-ordered services
7. Given a referral or second opinion, if you need it
8. Given care when you need it, 24 hours a day and 7 days a week
9. Free to get mental health and family planning services without a referral
10. Free to get help with addiction to cigarettes, alcohol and drugs without a referral
11. Given handbooks and letters that you can understand
12. Able to see and get a copy of your health records, unless your doctor thinks it would be bad for you
13. Able to limit who can see your health records
14. Sent a Notice of Action letter if you are denied a service or there is a change in service level
15. Given information and help to appeal denials and ask for a hearing
16. Allowed to make complaints and get a response without a bad reaction from your dental plan or provider
17. Free to ask the Oregon Health Authority Ombuds-person for help with problems at 503-947-2346 or toll free 877-642-0450, TTY 711

As an OHP client, you agree to:

1. Find a doctor or other provider you can work with and tell them all about your health
2. Treat providers and their staff with the same respect you want
3. 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
4. Be on time for appointments
5. Call your provider at least one day before if you can't make it to an appointment
6. Have yearly check-ups, wellness visits and other services to prevent illness and keep you healthy
7. Follow your providers' and pharmacists' directions, or ask for another choice
8. Be honest with your providers to get the best service possible
9. Call your case worker when you move, are pregnant or no longer pregnant

DENTAL HEALTH IS IMPORTANT TO OVERALL HEALTH!

AS AN OHP MEMBER, YOU HAVE DENTAL BENEFITS

- Call customer service to schedule an appointment and learn about your benefits
- Advantage Dental provides anytime customer service for dental emergencies
- Don't wait until your teeth hurt to call



866-268-9631
www.advantagedentalservices.com

DOS AND DON'TS!

DO take a few minutes to read through this handbook carefully. It will answer many of the questions you may have about how to use your dental plan.

DO take your DMAP Oregon Health ID card and your Advantage Dental Services Member ID Card with you when you go for dental care or to the pharmacy.

DO call your PCD for instructions, if you are away from home and/or are not sure what to do.

DO tell your DHS caseworker if you move out of the county. If you don't have a worker, call OHP at 800-699-9075.

DON'T go to the hospital emergency room for something that is not a dental emergency.

Important Numbers

Primary Care Dentist (PCD)

Phone Number

Address

Family Member PCD

Name

Phone

Name

Phone

Hospital Phone Number

Other



Quit Smoking Resources

The Oregon Quit line is free and you can make your own plan. Do it online or over the phone. When you're ready to quit tobacco, call 1-800-QUIT-NOW (1-800-784-8669) or go to www.quitnow.net/oregon