


<b>PLAN OPERATIONS</b>	 From DentaQuest		
	<i>Policy and Procedure</i>		
	Policy Name:	<b>Adverse Outcomes</b>	Policy ID: <b>PLANCG-03</b>
	Approved By:	Quality Assurance and Performance Improvement Committee	Last Revision Date: 10/23/2021
	States:	Oregon	Last Review Date: 11/15/2021
Application:	Medicaid	Effective Date: 11/16/2021	

## PURPOSE

To provide a process in which the provider can report adverse outcomes to the Dental Care Organization (DCO).

## POLICY

1. Adverse outcomes should be documented for all enrollees, including enrollees that are aged, blind, disabled or having complex medical needs, special health care needs, or who are children receiving Children Adult and Family Services (CAF) or Oregon Youth Authority (OYA) services.
2. All providers have access to the DCO's Policy and Procedure Manual and should report any adverse outcomes as set forth within this policy. Within 15 days of the adverse outcome, the provider will complete and submit the Adverse Outcomes Form to the DCO by fax at 1-541-516-4356 or by secure email to CaseManagement@AdvantageDental.com. The DCO provider shall fully cooperate with providing any additional information requested by the Care Coordination Department during the review process.
3. Adverse outcomes are monitored by the DCO's Care Coordination Department and reviewed by the Vice President of Clinical Services or their designee(s), who are licensed dentists. All adverse outcomes are reported to the Quality Assurance and Performance Improvement Committee.

## DEFINITIONS

"Adverse outcome" also known as "Adverse event" means an undesirable and unintentional, though not necessarily unexpected result of medical treatment.

## REFERENCES

OAR 410-120-0000 Acronyms and Definitions

## FORMS AND OTHER RELATED DOCUMENTS

Adverse Outcomes Form

### *Revision History*

Date:	Description
06/14/2012	Approval and adoption
05/02/2014	Updates based on annual review.
02/23/2015	Updates based on annual review.
02/23/2016	Updates based on annual review.

02/24/2017	Updates based on annual review.
07/12/2017	Updates based on CCO partner audit findings.
03/12/2018	Updates based on annual review.
04/23/2019	Updates based on annual review.
12/04/2019	Conversion to revised policy and procedure format and naming convention.
11/18/2020	Updates based on annual review
10/23/2021	Updates based on annual review