


PLAN OPERATIONS	 From DentaQuest		
	<i>Policy and Procedure</i>		
	Policy Name:	Adverse Events	Policy ID: PLANCG-03
	Approved By:	Peer Review and Credentialing Committee	Last Revision Date: 01/28/2026
	States:	Oregon	Last Review Date: 4/1/2026
	Application:	Medicaid	Effective Date: 4/2/2026

PURPOSE

To provide a process in which the provider can report adverse events to the Dental Subcontractor.

POLICY

1. Adverse events should be documented for all enrollees.
2. All providers have access to the Dental Subcontractor’s Policy and Procedure Manual and should report any adverse events as set forth within this policy. Within 15 days of the adverse event, the provider will complete and submit the Adverse Events Form to the Dental Subcontractor by fax at 1-541-516-4356 or by secure email to CareCoordination@AdvantageDental.com. The Dental Subcontractor provider shall fully cooperate with providing any additional information requested by the Care Coordination Department during the review process.
3. Adverse events are monitored by the Dental Subcontractor’s Care Coordination Department and reviewed by the Vice President of Clinical Services or their designee(s), who are licensed dentists at least monthly. All adverse events received or discovered are presented for review at the next Peer Review and Credentialing Committee meeting.

DEFINITIONS

“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 Events 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
12/31/2022	Updates based on annual review
11/13/2023	Updates based on annual review
03/28/2024	Updates based on annual review
01/09/2025	Annual review
12/4/2025	Updates based on CCO partner audit findings.
01/28/2026	Updates based on annual review.