


PLAN OPERATIONS	 From DentaQuest			
	<i>Policy and Procedure</i>			
	Policy Name:	Provider Site Visits	Policy ID:	PLANCG-86
	Approved By:	Peer Review and Credentialing Committee	Last Revision Date:	01/20/2026
	States:	Oregon	Last Review Date:	04/01/2026
Application:	Medicaid	Effective Date:	04/02/2026	

The Dental Subcontractor shall conduct site visits using a Coordinated Care Organization (CCO)-approved site visit tool prior to contracting with new Primary Care Dentists (PCDs). The Dental Subcontractor shall also conduct site visits using the same site visit tool within 45 days of the following events: upon the receipt of a complaint pursuant to the Americans with Disabilities Act (ADA), upon reports necessitating the involvement of the Occupational Safety and Health Administration (OSHA), upon reports of uncleanliness or an unhygienic environment, or upon the reasonable request of a contracted CCO. The Dental Subcontractor, at its sole discretion, can consider one complaint to be a potential threat to enrollee care and/or safety sufficient to trigger a site visit.

If a complaint is verified or deficiencies are identified during the on-site visit, the PCD will develop and submit a Corrective Action Plan (CAP) to Dental Subcontractor for approval within 30 calendar days of Dental Subcontractor notification.

- a. Dental Subcontractor provides the PCD with a CAP template, a specified time frame for completion, and an expected date of follow-up. All CAPs must include the following:
 - i. Measurable objectives for each action, including the degree of expected change in people or situations
 - ii. Times frames for corrective action
 - iii. People responsible for implementing corrective action
- b. Advantage Dental Services' Vice President of Clinical Services, Compliance staff, Vice President of Plan Operations, and/or Provider Relations staff, are responsible for monitoring follow-up and evaluating effectiveness of the CAP at least every six months until standards are met or as determined in any CAP developed and implemented upon completion of the site visit.

For providers who fail site visits and cannot remedy the issue(s) within a reasonable amount of time, the Dental Subcontractor may choose to terminate the provider from the Dental Subcontractor network at its discretion.

REFERENCES

FORMS AND OTHER RELATED DOCUMENTS

Revision History

Date:	Description
11/13/2023	Policy creation and implementation.
03/28/2024	Updates based on annual review.

05/14/2024	Updates based on CCO partner recommendations.
01/10/2025	Updates based on annual review.
11/21/2025	Updates based on CCO partner recommendations.
01/20/2026	Updates based on annual review.