


PLAN OPERATIONS	 From DentaQuest		
	Policy and Procedure		
	Policy Name:	Enrollee Information and Education	Policy ID: PLANCG-25
	Approved By:	Quality Assurance and Performance Improvement Committee	Last Revision Date: 01/09/2025
	States:	Oregon	Last Review Date: 01/22/2025
	Application:	Medicaid	Effective Date: 01/23/2025

PURPOSE

To establish guidelines on informational and educational materials distributed to enrollees.

POLICY

The Dental Care Organization (DCO) shall provide a welcome letter in order for the enrollee to make an informed decision when choosing a Primary Care Dentist (PCD).

Enrollee Education:

The DCO shall provide enrollees assigned through a CCO, within 14 days of enrollment, a welcome letter which will include the following:

- A. DCO's office location, mailing address, web address, and telephone numbers including TTY;
- B. The toll-free number for any partners providing services directly to enrollee, including non-emergency medical transportation providers;
- C. The DCO's confidentiality policy;
- D. Explanation of oral health benefits and covered services available to enrollee without charge in sufficient detail to ensure that enrollees understand the benefits to which they are entitled;
- E. Explanation of how to choose a PCD, how to make an appointment, how to change PCDs, and the DCO's policy on changing PCDs;
- F. How to access information on contracted providers currently accepting new enrollees and any restrictions on the member's freedom of choice among participating providers;
- G. Information on language assistance, including language help for people with disabilities and enrollees with limited English proficiency. This includes access to qualified interpreters, written information in other formats and written information in other languages.

DCO and providers have additional educational materials available for enrollee education regarding general oral health topics. If the provider has suggestions for additional educational topics, they can submit them to the DCO's Member Services Department.

REFERENCES

OAR 410-141-3585 MCE Member Relations: Education and Information

Revision History

Date:	Description
06/14/2012	Approval and adoption.
06/06/2014	Updates based on annual review.

02/23/2015	Updates based on annual review.
03/26/2015	Updates based on CCO partner audit findings.
02/23/2016	Updates based on annual review.
02/14/2017	Updates based on annual review.
03/12/2018	Updates based on annual review.
04/24/2019	Updates based on annual review.
12/05/2019	Conversion to revised policy and procedure format and naming convention.
11/11/2021	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	Updates based on annual review.