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| PLAN OPERATIONS | <br>From DentaQuest |   |                                |
|                 | <i>Policy and Procedure</i>  |   |                                |
|                 | Policy Name:   | Provision of Provider Training                          | Policy ID: PLANCG-47           |
|                 | 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 the Dental Care Organization's (DCO's) policy on training contracted providers and their staff on the rules, regulations, processes, and procedures for providing dental services to enrollees under the Oregon Health Plan (OHP).

## POLICY

The DCO shall provide training to all of its contracted providers and their staff with regard to dental plan policies, procedures, benefits, services, and resources. Providers and their staff shall receive such training upon contracting with the DCO. Additional training may be made available by Provider Relations Department, upon request, or at the direction of the Quality Assurance and Performance Improvement Committee. Upon completion of training, each provider is required to sign a Provider Policy Attestation Form.

The DCO shall also provide each contracted provider with a username and password to the Advantage Dental secure provider portal to access the DCO's policies and procedures. When updates to provider policies are available, the DCO Provider Relations Department sends notification to the provider. Any questions regarding the policies and procedures should be directed to the Provider Relations Department.

The DCO shall also require all contracted providers to provide services in accordance with the Dental Services Rulebook.

## REFERENCES

42 CFR 438.100 Enrollee Rights  
OAR 410-141-3510 Provider Contracting and Credentialing

## FORMS AND DOCUMENTS

Provider Policy Attestation  
Dental Services Rulebook

## Revision History

| Date:      | Description                     |
|------------|---------------------------------|
| 06/14/2012 | Approval and adoption.          |
| 06/06/2014 | Updates based on annual review. |
| 03/02/2015 | Updates based on annual review. |

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|------------|--|
| 02/23/2016 | Updates based on annual review.  |
| 02/14/2017 | Updates based on annual review.  |
| 03/12/2018 | Updates based on annual review.  |
| 05/20/2019 | Updates based on annual review.  |
| 12/09/2019 | Conversion to revised policy and procedure format and naming convention. |
| 12/30/2020 | Updates based on annual review.  |
| 11/16/2021 | Updates based on annual review.  |
| 1/18/2022  | Updates based on annual review.  |
| 12/31/2022 | Updates based on annual review.  |
| 11/13/2023 | Updates based on annual review.  |
| 04/26/2024 | Updates based on annual review.  |
| 01/09/2025 | Updates based on annual review.  |