

PLAN OPERATIONS	Advantage Dental 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: 01/10/2025
	States:	Oregon	Last Review Date: 03/26/2025
	Application:	Medicaid	Effective Date: 03/27/2025

The Dental Care Organization (DCO) shall conduct site visits using a CCO-approved site visit tool prior to contracting with new Primary Care Dentists (PCDs). The DCO shall also conduct site visits using the same site visit tool within 45 days of the following events: upon the receipt of complaints 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. If a provider is unable to pass a site visit, the DCO may work with the provider to remedy the issue(s) in a reasonable amount of time. For providers who fail site visits and cannot remedy the issue(s) within a reasonable amount of time, the DCO may choose to terminate the provider from the DCO 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.