

	Title: Enrollee Information and Education	Version: 2
	Owner: Melissa Mitchell (Director of Production)	Approved: 03/22/2018

Purpose: To establish guidelines on what informational and educational materials are sent to enrollees and the timeframes for sending such materials.

Responsibility: Quality Improvement (QI)/Utilization Review (UR) Committee

Scope: Advantage Dental Services, LLC

Definitions: n/a

Forms: n/a

References: 42 CFR 438.100; OAR 410-141-3300

Policy:

The Dental Care Organization (DCO) shall provide informational materials, including a Welcome Letter and Enrollee Handbook in order for the enrollee to make an informed decision when choosing a Primary Care Dentist (PCD).

The DCO shall ensure that its staff, which has contact with enrollees, is fully informed of the DCO's and MAP's policies.

Enrollee Education:

The DCO shall provide enrollees assigned through MAP, within 14 days of enrollment, an **Enrollee Handbook** which may include:

- How to Access Care
- How to Select a Primary Care Dentist
- Failing to Select a Primary Care Dentist
- Canceling Appointments
- Missed Appointments
- Interpreter Services
- Intensive Care Coordination
- Emergency Care
- What to do if you have an Emergency
- Emergency Care when you're Away From Home
- How to know if it is an Emergency
- If You Move Out of the Area
- Confidentiality
- Enrollee Identification Card
- How to Change Your Primary Care Dental Provider
- Complaint & Grievance Process
- If You Still Have Questions - Where to Call
- Enrollee Rights and Responsibilities



Title: Enrollee Information and Education	Version: 2
Owner: Melissa Mitchell (Director of Production)	Approved: 03/22/2018

- Welcome Letter
- Information on how to access or request Provider Directory
- Notice of Privacy Practices
- Notice of Non-Discrimination

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

- Welcome Letter
- Information on how to access or request Provider Directory
- Notice of Privacy Practices
- Notice of Non-Discrimination

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 Customer Service Department.

Approvals:

Date: 03/22/2018

Approved by:

Lorena Reinhart (Executive Assistant), Executive Assistant, Operations

Reviewed and Revised

06/14/2012				
06/06/2014	Jeanne Dysert	Tamara Kessler	Missy Mitchell	Laura Donadio
02/23/2015	Jeanne Dysert	Tamara Kessler	Missy Mitchell	Laura Donadio
3/26/2015	Jeanne Dysert	Tamara Kessler		
02/23/2016	Jeanne Dysert	Tamara Kessler	Missy Mitchell	Jeff Dover
02/14/2017	Jeanne Dysert	Tamara Kessler	Missy Mitchell	
03/17/2017	QI/UR Committee			
03/12/2018	Jeanne Dysert	Tamara Kessler	Missy Mitchell	Rose Novak