

	Title: Provision of Provider Training	Version: 2
	Owner: Melissa Mitchell (Director of Production)	Approved: 03/22/2018

Purpose: To establish Dental Care Organization’s (DCO’s) policy on training provider and provider’s staff on the rules, regulations, processes and procedures for providing dental services to enrollees under the Oregon Health Plan (OHP).

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 410-141-3120

Policy:

The DCO shall provide training to all of its contracted providers and providers’ staff with regard to dental plan policies, procedures, benefits, services, and resources.

The DCO shall provide, upon request, each provider, and the provider’s staff with a username and password to the Advantage Secure Provider Portal to access the DCO’s Policies and Procedures.

DCO providers will provide services in accordance to the Medical Assistance Program (MAP) Dental Services Rulebook. The guide can be found by clicking on the link below:

[MAP Dental Services Rulebook](#)

It is the provider’s responsibility to review the policies and procedures on the website. Any questions regarding the policies and procedures should be directed to the Provider Relations Department.

Upon contracting with the DCO, Provider Relations shall conduct training with the provider and office staff regarding the DCO’s policies and procedures. Additional training will be made available by Provider Relations, on the Advantage University website, upon request, or at the direction of the QI/UR Committee.

Upon completion of training, each provider is required to sign a Training Acknowledgement Form.

Approvals:

Date: 03/22/2018

Approved by:

Lorena Reinhart (Executive Assistant), Executive Assistant, Operations

Reviewed and Revised

06/14/2012	Jeanne Dysert	Tamara Kessler	Missy Mitchell		
06/06/2014	Jeanne Dysert	Tamara Kessler	Missy Mitchell	Laura Donadio	

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03/02/2015	Jeanne Dysert	Tamara Kessler	Missy Mitchell	Jeff Dover	Laura Donadio
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	