

	Title: PCD Assignment	Version: 2
	Owner: Melissa Mitchell (Director of Production)	Approved: 03/22/2018

Purpose: To establish Dental Care Organization’s (DCO’s) policy on assigning enrollees to PCDs and the policy on reassignment of enrollees to a different Primary Care Dentist (PCD).

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 410-141-3220

Policy:

1. When an enrollee calls the DCO’s Customer Services Department requesting a PCD change effective immediately, the PCD change can be made if one of the following criteria is met:
 - A. Initial PCD Selection within 30 days of assignment to DCO.
 - B. Location of current PCD is more than 30 miles (urban) or 60 miles (rural) from enrollee’s residence as reported by MAP.
2. If the enrollee requests a change effective immediately, due to a complaint, the enrollee will be referred to the Case Management Department.
3. Enrollees will not be allowed to make more than two PCD changes within a 12 month period.
4. If an enrollee requests a PCD change for any of the following reasons the Customer Service Representative will educate the enrollee on the provider’s community standard for appointment scheduling guidelines. If the request is due to an urgent dental concern that is not being addressed, the Customer Service Representative will contact the current PCD to help with the communication between the enrollee and the PCD.
 - A. Unhappy with How Long Wait is for Urgent Concern
 - B. Unhappy with How Long Wait is for Routine Appointment
 - C. Unhappy with Office Staff or PCD
5. If Customer Service is unable to resolve the enrollee’s concern it will be referred to the Case Management Department.

Approvals:

Date: 03/22/2018

Approved by:
 Lorena Reinhart (Executive Assistant), Executive Assistant, Operations

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Reviewed and Revised

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