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|  | Title: Communication Services                    | Version: 2           |
|   | Owner: Melissa Mitchell (Director of Production) | Approved: 03/22/2018 |

**Purpose:** To provide guidance for Primary Care Dentists (PCDs) when Enrollees need communication assistance.

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

**Scope:** Advantage Dental Services, LLC

**Definitions:** n/a

**Forms:** n/a

**References:** 42 CFR 438.100; 42 CFR 438.402; OAR 410-141-3220


**Policy:**

If the provider has any problems using the system, the Customer Service Department will help with Interpreter Services.

1. When an enrollee notifies the PCD that they need communication assistance, the PCD can notify the DCO Customer Service. Dental Care Organization (DCO) will need the description of the type of communication assistance needed. For example; hearing and/or visual impairments or individuals with limited English speaking abilities.
2. It is the DCO's responsibility to provide care for enrollees who have various communication needs. It is the PCD's responsibility to inform the DCO Customer Service when assistance is needed in providing care to the enrollee.

**Telephone Services**

- a. Call the DCO at 1-866-268-9631 and a Customer Service Representative will assist with the communication need; or
- b. Call **Certified Language International** at **1-800-225-5254** where you will be asked questions about the billing information. To avoid confusion we've listed the questions and answers for you below:
  - Q: Language needed?  
A: Tell the operator what language you need interpreted, (e.g. Spanish, German, etc.).
  - Q: Organization Name you are calling from?  
A: The organization name you would give is **Advantage Professional Management**
  - Q: What phone number?  
A: (866)268-9631 **Advantage Dental Services** or (866) 268-9615 **Advantage Dental Plan**
  - Q: What is the Customer Code?  
A: **NWPRO**

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Q: What is the Authorization Number?

A: **866268**; or

### Onsite “In-Person” Services

- a. Call the DCO at 1-866-268-9631 prior to the appointment and a Customer Service Representative will assist with the onsite interpreter need. (Note: Please give the Customer Service Department as much time as possible before the appointment to allow for scheduling.)
- b. For ALS (sign language) only, call **Passport to Languages** at 800-297-2707
- c. Call **Language Line Solutions** at 888-225-6056 where you will be asked questions about the billing information. To avoid confusion we’ve listed the questions you might be asked and provided the answers for you:

Q: Language needed?

A: Tell the operator what language you need interpreted, (e.g. Spanish, German, etc.).

Q: Organization Name you are calling from?

A: The organization name you would give is ***Advantage Professional Management***

Q: What phone number?

A: (866)268-9631 **Advantage Dental Services** or (866) 268-9615 **Advantage Dental Plan**

Q: What is your Client ID?

A: **242242**

Have the confirmation emailed sent to [MemberServices@AdvantageDental.com](mailto:MemberServices@AdvantageDental.com)

### Video/Teleconference Services

Call the DCO at 1-866-268-9631 prior to the appointment and a Customer Service Representative will schedule a Video Conference for the appointment. (Note: Please give the Customer Service Department as much time as possible before the appointment to allow for scheduling.)

3. The DCO Customer Service will have someone on staff or a list of resources to find a qualified person to assist the enrollee with their communication needs.

### 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 |  |
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|            |                 |                |                |               |
|------------|-----------------|----------------|----------------|---------------|
| 05/02/2014 | Jeanne Dysert   | Tamara Kessler | Missy Mitchell | Laura Donadio |
| 12/01/2014 |                 |                |                |               |
| 02/23/2015 | Jeanne Dysert   | Tamara Kessler | Missy Mitchell | 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    |