

# Advantage Dental

## From DentaQuest

<b>Policy Name:</b> Member Rights and Responsibility Communication	<b>Policy Number:</b>
<b>Type of Policy:</b> Operations	<b>Effective Date:</b> 12/1/18
<b>Responsible Department:</b> DCO Operations	
<b>Page Number (s):</b> 3	<b>Revised Date:</b>
<b>Approved By:</b> QI Committee	<b>Approved Date:</b> 11/15/18
<b>PURPOSE:</b> To ensure members receive information and knowledge of their rights and responsibilities.	
<b>DEFINITIONS:</b>	
<p><b>POLICY:</b> Oregon Health Plan (OHP) Member' Rights and Responsibilities represent the basic understanding that members, providers, and Advantage should have during the process of delivering care; they represent the knowledge needed by all these parties to effectively deliver care, communicate, and avoid complaints and grievances. Advantage makes every effort to assure the highest quality of care is delivered. In doing so, members shall receive appropriate communication regarding the member's rights and responsibilities to effectively utilize available services offered by Advantage.</p>	
<p><b>PROCEDURES:</b> Member communication of the member's rights and responsibilities helps increase the quality, reliability and availability of care for all Oregonians. To effectively communicate the OHP Member's Rights and Responsibilities, Advantage will ensure the following is performed:</p> <ol style="list-style-type: none"> <li>1. All Advantage members will receive a Member Handbook and member ID card upon enrollment from the CCOs. The member will receive the Member Handbook from the CCO. Depending on which CCO the member is enrolled with, either Advantage or the CCO will send the Member ID card to the member. For those members assigned to Advantage by OHA directly, Advantage will maintain a current multilingual Member Handbook on its website and will issue Member ID cards. The Member Handbook will contain the member's rights and responsibilities.</li> <li>2. Advantage will also post the Member's Rights and Responsibilities on its website for members to access.</li> </ol>	

3. Members will have the ability to request a copy of the Member's Rights and Responsibilities policy, in multiple languages and formats, through Advantage's Customer Service Department.
4. All PCD offices will be required to have members sign the Member's Rights and Responsibilities Attestation with other initial welcome paperwork at the first appointment. Advantage will have attestation available in multiple language via the Secure Provider Portal. The Members' Rights and Responsibilities Attestation is attached to this policy.
5. Advantage will distribute and training new PCDs on its OHP policies and procedures upon credentialing, including the Member's Rights and Responsibilities Policy and attestation. In addition, each year providers will be required to attest that they have read and understand the OHP policies and procedures, including this policy.

To reinforce the importance of the Member's Rights and Responsibilities, the Advantage QI Committee will review the Member's Rights and Responsibilities policy in their entirety, along with all OHP policies and procedures, annually at its QI meeting.

#### **MEMBER RIGHTS AND RESPONSIBILITIES**

The OHP Member's Right and Responsibilities are specified by the federal and state rules and regulations governing the Oregon Medicaid Program. For a full list of the rights and responsibilities, see the Member's Rights and Responsibilities policy.

#### **MONITORING AND CORRECTIVE ACTION**

Through Advantage's delivery of services, which encompasses documenting grievances, adjudicating referral requests and pre-authorizations, and analysis of utilization data, among other tasks, Advantage's staff are charged with identifying areas where our responsibilities in honoring members' rights needs improvement. Discovery of these instances require reporting to the VP of DCO Operations, who will then communicate the issues to personnel involved, recommending suggestions for improvement. The VP of DCO Operations will report these instances to the QI Committee for discussion and education. The VP of DCO Operations will closely monitor for related issues and take corrective action as necessary.

In addition, Advantage will monitor PCD compliance with this policy by including the Member's Rights and Responsibility Attestation form as an item it monitors when conducting chart audits of the providers pursuant to the Chart Audits policy.

Equally important, instances where Advantage members egregiously fail to honor their responsibilities will require reporting to the VP of DCO Operations who will attempt to communicate with the member regarding their responsibilities. The VP of DCO Operations will report these instances to the QI Committee for discussion, education,

and additional follow up recommendations.

**REVISION HISTORY**

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