

Advantage Dental

From DentaQuest

Policy Name: Accessibility of Services	Policy Number: PL001-Accessibility of Services-CARE
Type of Policy: DCO	Effective Date: 6/12/2012
Responsible Department: Plan Operations	
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Approved By: Clinical and Credentialing Sub-Committee	Approved Date: 7/17/2019
PURPOSE: To ensure that applicable information and services shall be accessible to enrollees.	
DEFINITIONS:	
<p>Prevalent Non-English Language – All non-English languages that are identified as the preferred written language and by the lesser of either: 5% of Dental Care Organization (DCO) or Coordinated Care Organization (CCO) total Oregon Health Plan (OHP) enrollment; or 1,000 of DCO’s or CCO’s members. Example: If the CCO has over 1,000 members and/or 5% of total OHP enrollment for a single non-English language, the DCO will consider this to be a Prevalent Non-English Language for DCO enrollees with that CCO regardless of the number of DCO enrollees with that preferred written language.</p>	
POLICY:	
<ol style="list-style-type: none"> 1. The Dental Care Organization (DCO) providers shall comply with provisions of the American Disabilities Act (ADA). The DCO shall conduct random surveys of its providers to determine the accessibility of each of its provider offices. 2. In the event that a provider) is unable to meet the unique needs of a DCO enrollee by reason of that enrollee’s specific disability, the provider shall notify Case Management of the enrollee’s need for service and the enrollee’s physical limitations. <ol style="list-style-type: none"> A. Case Management shall secure the appropriate dental services for the enrollee, including enrollees that are aged, blind, disabled or having complex medical needs, Special Health Care Needs, or who are children receiving Children Adult and Family Services (CAF) or Oregon Youth Authority (OYA) services, to the extent of arranging for a home visit or securing the services of a non-participating provider. B. If a non-participating provider is selected to provide needed dental services to the enrollee, Case Management shall notify the enrollee’s Primary Care Dentist (PCD) to complete the required referral form for submission to the Utilization Management Department. Case Management shall change the enrollee’s PCD if necessary to ensure access to appropriate dental services. C. If the DCO is unable to obtain an appropriate dental resource to meet the enrollee’s dental needs, the matter shall be immediately called to the attention of the CCO and/or Oregon Health Authority (OHA)staff for assistance and guidance. 	

- D. All efforts to locate a provider shall be documented in the enrollee's file.
3. The DCO will ensure that all enrollee welcome packets and other printed information intended for distribution to enrollees, is available in the primary language of each Prevalent Non-English Language and will include any required non-discrimination notices.
 - A. To comply with CCO contractual requirement with OHA, DCO shall determine Prevalent Non-English Language by reviewing assigned OHA/CCO enrollee files quarterly.
 - B. During business hours, the DCO shall provide access to qualified or certified interpreters who can interpret in the primary language of each non-English-speaking enrollees. Such interpreters shall be capable of communicating in English and in the primary language of the enrollee, and be able to interpret dental information effectively.
 - 1) The DCO shall provide interpreter services by teleconference with:
 - a. The DCO's bilingual Member Services staff at 1-866-268-9631,
 - b. Certified Languages Interpreter Service at 1-800-225-5254, or
 - c. Passport to Languages at 1-800-297-2707
 - 2) For onsite interpreter services, the provider's office should call the DCO's Member Services Department at 1-866-268-9631.
 - 3) In addition, the DCO shall identify local hospitals and County Health Department staff available to provide interpreter services to enrollees.
 - 4) There shall be no charge to the enrollee for interpreter services.
 4. Providers shall, with prior notice (from enrollee or DCO), be prepared to meet the special health care needs of visually and hearing impaired enrollees.
 5. The DCO shall provide new enrollees with informational materials, including welcome packet and health education materials that will be culturally sensitive to people with disabilities or reading limitations, and will be printed in the primary language of each non-English-speaking enrollees.
 6. All enrollee materials shall be understandable (at a 6th grade reading level or OHA approved reading level). Those that require OHA review and approval will be sent to OHA and the CCO for approval prior to use.
 7. Alternative format for enrollee materials (such as braille, large print and audio) are available upon request.
 8. All enrollee materials will be in at least a 12-point font or large print 18-point font. Fonts used may include Times New Roman, Calibri or Arial.
 9. See DCO's Emergency Services Policy for urgent and emergent dental needs.
 10. See DCO's Appointment Scheduling Policy for its timelines for scheduling appointments and enrollee's appointment wait times.

11. See DCO's Timely Access Monitoring Policy for oversight of provider appointment scheduling compliance.
12. See DCO's PCD Assignment Policy for its requirements in meeting time and distance standards.
13. See DCO's Transportation Services Policy for its requirements in meeting enrollee's transportation needs.

Reviewed and Revised By:

06/12/2012	Jeanne Dysert	Tamara Kessler	Missy Mitchell	
06/06/2014	Jeanne Dysert	Tamara Kessler	Missy Mitchell	Laura Donadio
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