

Advantage Dental

From DentaQuest

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| Policy Name: Provider Directory | Policy Number: PL046- Provider Directory- CARE |
| Type of Policy: DCO | Effective Date: 03/12/2018 |
| Responsible Department: Plan Operations | |
| Page Number (s): 2 | Revised Date: 05/20/2019 |
| Approved By: Clinical and Credentialing Sub-Committee | Approved Date: 07/17/2019 |
| PURPOSE: To establish Dental Care Organization's (DCO's) policy for obtaining and maintaining accurate and complete information on all participating providers. | |
| REFERENCES: 42 CFR 438.10; OAR 410-141-3280; OAR 410-141-3300 | |
| <p>POLICY:</p> <p>The DCO will obtain information required for the Provider Directory on all credentialed providers during the credentialing process. The Provider Directory will be made available to current and potential enrollees upon request and on the DCO website. This website will make provider information available to the public in both searchable and printable formats.</p> <p>Once all credentialing verifications are completed and the provider has been approved for participation in the DCO network, Provider Relations will load the provider information into the DCOs internal system. Provider information entered into this internal system will automatically update the DCOs online provider directory in real time.</p> <p>The Provider Relations department is responsible for the maintenance of the provider database used for the Provider Directory. The Provider Relations department will receive and process updates to provider data and publish them on the website within three business days of notification. The provider information entered into the DCO's internal system will automatically update the DCOs online provider directory in real time.</p> <p>New enrollees will receive information on how to access or request a Provider Directory within 14 days of the DCO receiving notice of enrollment. Current Coordinated Care Organization (CCO) enrollees will be notified annually by their CCO of the availability of the Provider Directory and how to access or request a copy. Enrollees not with a CCO will be notified by the DCO of the availability of the dental Provider Directory and how to access or request a copy. Enrollee requests to the DCO for hard copies are sent a Provider Directory within five days of the request.</p> <p>The Provider Directory shall include providers:</p> <ol style="list-style-type: none"> 1. Name and any group affiliation; 2. Gender 3. Street address 4. Telephone number, including TTY 5. Office hours 6. Website URL, as appropriate 7. Specialty, as appropriate | |

- 8. Acceptance of new members
- 9. Cultural and linguistic capabilities including:
 - A. Availability of qualified or certified interpreters at no cost to enrollees ensuring oral interpretation is available in all languages and American Sign Language;
 - B. Availability of auxiliary aids and services for all enrollees with disabilities upon request and at no cost;
 - C. Whether the provider has completed cultural competence training as required by ORS 413.450;
 - D. Whether the provider has verifiable language fluency in non-English; and
 - E. Whether the provider’s office or facility is accessible and has accommodations for people with physical disabilities, including information on accessibility of provider office, exam rooms, restrooms, and equipment.

Information included in both print and electronic versions of the Provider Directory is updated in real time as updates are received from providers.

Reviewed and Revised By:

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