

Advantage Dental

From DentaQuest

Policy Name: Provision of Provider Training	Policy Number: PL047-Provision of Provider Training-CARE
Type of Policy: DCO	Effective Date: 06/14/2012
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 on training provider and provider's staff on the rules, regulations, processes and procedures for providing dental services to enrollees under the Oregon Health Plan (OHP).	
REFERENCES: 42 CFR 438.100; OAR 410-141-3120	
FORMS: Provider Policy Attestation; Dental Services Rulebook	
<p>POLICY:</p> <p>The DCO shall provide training to all of its contracted providers and their staff with regard to dental plan policies, procedures, benefits, services, and resources.</p> <p>The DCO shall provide, upon request, each provider and their staff with a username and password to the Advantage Secure Provider Portal to access the DCO's Policies and Procedures.</p> <p>DCO providers will provide services in accordance with the Dental Services Rulebook.</p> <p>It is the provider's responsibility to review the policies and procedures on the website. Any questions regarding the policies and procedures should be directed to the Provider Relations Department.</p> <p>Upon contracting with the DCO, Provider Relations shall conduct training with the provider and office staff regarding the DCO's policies and procedures. Additional training will be made available by Provider Relations, on the DCO's Learning Management System, upon request, or at the direction of the Clinical and Credentialing Sub-Committee.</p> <p>Upon completion of training, each provider is required to sign a Provider Policy Attestation Form.</p>	

Reviewed and Revised By:

06/14/2012	Jeanne Dysert	Tamara Kessler	Missy Mitchell		
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	
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