

# Advantage Dental

## From DentaQuest

<b>Policy Name: Enrollee Information and Education</b>	<b>Policy Number: PL025-Enrollee Information and Education-CARE</b>
<b>Type of Policy: DCO</b>	<b>Effective Date: 6/14/2012</b>
<b>Responsible Department: Plan Operations</b>	
<b>Page Number (s): 2</b>	<b>Revised Date: 04/24/2019</b>
<b>Approved By: Clinical and Credentialing Sub-Committee</b>	<b>Approved Date: 7/17/2019</b>
<b>PURPOSE:</b> To establish guidelines on informational and educational materials distributed to enrollees.	
<b>REFERENCES:</b> 42 CFR 438.100; OAR 410-141-3300	
<p><b>POLICY:</b></p> <p>The Dental Care Organization (DCO) shall provide a welcome packet in order for the enrollee to make an informed decision when choosing a Primary Care Dentist (PCD).</p> <p>The DCO shall ensure that its staff, who have contact with enrollees, is fully informed of the DCO's and Oregon Health Authority's (OHA) policies.</p> <p>Enrollee Education:</p> <p>The DCO shall provide enrollees assigned through OHA, within 14 days of enrollment, an <b>Enrollee Handbook</b> which may include:</p> <ul style="list-style-type: none"> <li>• How to Access Care</li> <li>• How to Select a Primary Care Dentist</li> <li>• Failing to Select a Primary Care Dentist</li> <li>• Canceling Appointments</li> <li>• Missed Appointments</li> <li>• Interpreter Services</li> <li>• Intensive Care Coordination</li> <li>• Emergency Care</li> <li>• What to Do if You Have an Emergency</li> <li>• Emergency Care When You Are Away From Home</li> <li>• How to Know if it is an Emergency</li> <li>• If You Move Out of the Area</li> <li>• Confidentiality</li> <li>• Enrollee Identification Card</li> <li>• How to Change Your Primary Care Dental Provider</li> <li>• Grievance Process</li> <li>• If You Still Have Questions - Where to Call</li> </ul>	

- Enrollee Rights and Responsibilities
- Welcome Letter
- Information on How to Access or Request Provider Directory
- Notice of Privacy Practices
- Notice of Non-Discrimination

The DCO shall provide enrollees assigned through a CCO, within 14 days of enrollment, a welcome packet which will include the following:

- Welcome Letter
- Information on How to Access or Request Provider Directory
- Notice of Privacy Practices
- Notice of Non-Discrimination
- Emergency Care
- What to Do if You Have an Emergency
- Emergency Care When You Are Away From Home
- How to Know if it is an Emergency
- Grievance Process

DCO and providers have additional educational materials available for enrollee education regarding general oral health topics. If the provider has suggestions for additional educational topics, they can submit them to the DCO's Member Services Department.

Reviewed and Revised

06/14/2012				
06/06/2014	Jeanne Dysert	Tamara Kessler	Missy Mitchell	Laura Donadio
02/23/2015	Jeanne Dysert	Tamara Kessler	Missy Mitchell	Laura Donadio
3/26/2015	Jeanne Dysert	Tamara Kessler		
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
04/24/2019	Missy Mitchell	Molly Johnson	Phebe Ditzler	Rosa Pedraza