

Advantage Dental

From DentaQuest

Policy Name: Communication Services	Policy Number: PL011-Communication Services-CARE
Type of Policy: DCO	Effective Date: 06/14/2012
Responsible Department: Plan Operations	
Page Number (s): 2	Revised Date: 04/23/2019
Approved By: Clinical and Credentialing Sub-Committee	Approved Date: 07/17/2019

PURPOSE: To provide guidance for providers when enrollees need communication assistance.

POLICY:

It is the Dental Care Organization's (DCO's) responsibility to provide communication services for enrollees who have various communication needs. When an enrollee notifies the provider that they need communication assistance, the provider can notify Member Services. The DCO will need the description of the type of communication assistance needed. For example; hearing and/or visual impairments or individuals with limited English speaking abilities.

Member Services will have someone on staff or a list of resources to find a qualified person to assist the enrollee with their communication needs if the following services are not available.

Telephone Services

- a. Call the DCO at 1-866-268-9631 and a Member Services Representative will assist with the communication need; or
- b. Call **Certified Language International** at **1-800-225-5254** where you will be asked questions about the billing information. To avoid confusion we've listed the questions and answers for you below:

Q: Language needed?

A: Tell the operator what language you need interpreted, (e.g. Spanish, German, etc.).

Q: Organization Name you are calling from?

A: The organization name you would give is ***Advantage Professional Management***

Q: What phone number?

A: (866)268-9631 **Advantage Dental Services**

Q: What is the Customer Code?

A: **NWPRO**

Q: What is the Authorization Number?

A: **866268**

Onsite “In-Person” Services

- a. Call the DCO at 1-866-268-9631 prior to the appointment and a Member Services Representative will assist with the onsite interpreter need. (Note: Most interpreter services require 24-hour notice for scheduling. Please give the Member Services Department as much time as possible before the appointment to allow for scheduling.)
- b. For ASL (sign language) only, call **Passport to Languages** at 800-297-2707
- c. Call **Language Line Solutions** at 888-225-6056 where you will be asked questions about the billing information. To avoid confusion we’ve listed the questions you might be asked and provided the answers for you:

Q: Language needed?

A: Tell the operator what language you need interpreted, (e.g. Spanish, German, etc.).

Q: Organization Name you are calling from?

A: The organization name you would give is **Advantage Professional Management**

Q: What phone number?

A: (866)268-9631 **Advantage Dental Services**

Q: What is your Client ID?

A: **242242**

Have the confirmation emailed sent to MemberServices@AdvantageDental.com

Video/Teleconference Services

Call the DCO at 1-866-268-9631 prior to the appointment and a Member Services Representative will schedule a video conference for the appointment. (Note: Please give the Customer Service Department as much time as possible before the appointment to allow for scheduling.)

Reviewed and Revised By:

06/14/2012	Jeanne Dysert	Tamara Kessler	Missy Mitchell	
05/02/2014	Jeanne Dysert	Tamara Kessler	Missy Mitchell	Laura Donadio
12/01/2014				
02/23/2015	Jeanne Dysert	Tamara Kessler	Missy Mitchell	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
04/23/2019	Missy Mitchell	Molly Johnson	Phebe Ditzler	Rosa Pedraza