

Advantage Dental

From DentaQuest

Policy Name: PCD Assignment	Policy Number: PL041-PCD Assignment-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) policy on assigning enrollees to Primary Care Dentists (PCD) and the policy on reassignment of enrollees to a different (PCD).	
REFERENCES: 42 CFR 438.100; OAR 410-141-3220	
<p>POLICY:</p> <ol style="list-style-type: none"> 1. When an enrollee calls the DCO's Member Services Department requesting a PCD change effective immediately, the PCD change can be made if one of the following criteria is met: <ol style="list-style-type: none"> A. Initial PCD Selection within 30 days of assignment to DCO. B. Location of current PCD is more than 30 minutes/miles (urban) or 60 minutes/miles (rural) from enrollee's residence as reported by MAP. 2. If the enrollee requests a change effective immediately, due to a complaint, the enrollee will be referred to the Case Management Department. 3. Enrollees are allowed two PCD changes within a 12 month period. 4. If an enrollee requests a PCD change for any of the following reasons the Member Services Representative will educate the enrollee on appointment scheduling guidelines. <ol style="list-style-type: none"> A. Unhappy with How Long Wait is for Urgent Concern B. Unhappy with How Long Wait is for Routine Appointment C. Unhappy with Office Staff or PCD 5. If the request is due to an urgent dental concern that is not being addressed, the Member Services Representative will contact the current PCD to help with the communication between the enrollee and the PCD. If Member Services is able to resolve the enrollee's concern it will be tracked through the DCO's one-call resolution grievance process. 6. If Member Services is unable to resolve the enrollee's concern it will be referred to the Case Management Department to process as a formal grievance. 	

Reviewed and Revised By:

06/14/2012					
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	
05/20/2019	Missy Mitchell	Molly Johnson	Phebe Ditzler	Rosa Pedraza	