

Advantage Dental

From DentaQuest

Policy Name: Assigning of DCO Enrollees	Policy Number: PL005- Assigning of DCO Enrollees- CARE
Type of Policy: DCO	Effective Date: 6/14/2012
Responsible Department: Plan Operations	
Page Number (s): 2	Revised Date: 04/23/2019
Approved By: Clinical and Credentialing Subcommittee	Approved Date: 7/17/2019
PURPOSE: To establish process in which Dental Care Organization (DCO) enrollees are assigned to a Primary Care Dentist (PCD).	
POLICY:	
<ol style="list-style-type: none"> 1. When the enrollee becomes eligible through the daily or monthly file, they are assigned to a Primary Care Dentist (PCD) to provide their routine and emergency dental needs. <ol style="list-style-type: none"> A. The DCO identifies the enrollee’s PCD by sending the enrollee a letter listing their assigned PCD and information on how to change their PCD. The enrollee will also be sent a welcome packet that contains instructions on how to obtain a listing of all DCO providers. 2. The DCO will use the following guidelines when assigning enrollees to a PCD: <ol style="list-style-type: none"> A. If the enrollee resides in an urban area, the DCO will assign a PCD within a 30-mile parameter, 30 minutes or the community standard, whichever is greater. B. If the enrollee resides in a rural area, DCO will assign a PCD within a 60-mile parameter, 60 minutes or the community standard, whichever is greater. C. If the DCO has knowledge of an enrollee’s disability that requires handicap accessibility, the DCO will assign that enrollee to a PCD with that capability. 3. The DCO will ensure that 90% of enrollees are assigned to a PCD where travel time and distance to the location does not exceed the community standard and will monitor on a quarterly basis to enforce this. 4. If the enrollee becomes ineligible with the DCO, and is later reinstated, the enrollee will remain assigned to their previous PCD. Upon notification of an address change, from the enrollee, the enrollee will be reassigned to a PCD in compliance with the time and distance guidelines listed above effective immediately. 5. All enrollees are notified in the enrollee welcome packet that they have the option to 	

choose a new PCD if they are unsatisfied with their assigned PCD.

6. Based on PCD age specifications, enrollees will be reassigned/"graduated" to a new PCD one month prior to the date that the enrollee would no longer meet the PCD's age specifications. On a monthly basis, all affected PCDs will receive a report of all enrollees pending reassignment. If the enrollee is in the middle of a treatment plan, or should stay with the provider outside of their normal age restrictions due to a health condition, the PCD will notify the DCO's Member Services Department prior to the effective date of the change.
7. The DCO may reassign a large number of enrollees to a new PCD to create additional capacity. When this occurs;
 - A. All affected PCDs will receive a report of all enrollees pending reassignment with the date of the reassignment. Prior to the effective date of the reassignment, the PCD may request to retain assignment of individual enrollees for continuity of care.
 - B. Enrollees are sent a PCD reassignment letter 30 days prior to the assignment date (unless there are extenuating circumstances) notifying them of the change.
8. If a PCD terminates their agreement to accept assignment of enrollees, the enrollee will be given at least 30 days' notice of the change. The enrollee will be able to continue uninterrupted care for any active treatment plans with their new assigned PCD. This will ensure continuation for treatment the current period of active treatment for any enrollees undergoing active treatment for chronic or acute medical condition.

Reviewed and Revised By:

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05/02/2014	Jeanne Dysert	Tamara Kessler	Missy Mitchell	Laura Donadio
02/23/2015	Jeanne Dysert	Tamara Kessler	Missy Mitchell	Laura Donadio
01/06/2015	Jeanne Dysert	Missy Mitchell		
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
03/19/2019	Missy Mitchell			
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