	Title: Accessibility of Services	Version: 2
	Owner: Melissa Mitchell (Director of Production)	Approved: 03/22/2018

**Purpose:** To ensure that both its information and its services shall be accessible to enrollee.

**Responsibility:** Quality Improvement (QI)/Utilization Review (UR) Committee

**Scope:** Advantage Dental Services, LLC

**Definitions:**

Prevalent Non-English Language – All non-English languages that are identified as the preferred written language and by the lesser of either: 5% of Dental Care Organization (DCO) or Coordinated Care Organization (CCO) total Oregon Health Plan (OHP) enrollment; or 1,000 of DCO’s or CCO’s members. Example: If the CCO has over 1,000 members and/or 5% of total OHP enrollment for a single non-English language, the DCO will consider this to be a Prevalent Non-English Language for DCO enrollees with that CCO regardless of the number of DCO enrollees with that preferred written language.

**Forms:** n/a

**References:** 42 CFR 438.10; 42 CFR 438.100; 42 CFR 438.206; OAR 410-141-3220


**Policy:**

1. The Dental Care Organization (DCO) Providers shall be required by contract to comply with provisions of the American Disabilities Act (ADA). Providers shall provide for physical access to their offices. The DCO staff shall conduct random surveys of its providers to determine the accessibility of each of its participating provider offices.
2. In the event that a Primary Care Dentist (PCD) is unable to meet the unique needs of a DCO enrollee by reason of that enrollee’s specific disability, the PCD shall notify Case Management of the enrollee’s need for service and the enrollee’s physical limitations.
  - A. Case Management shall secure the appropriate dental services for the enrollee, including enrollees that are aged, blind, disabled or having complex medical needs, Special Health Care Needs, or who are children receiving Children Adult and Family Services (CAF) or Oregon Youth Authority (OYA) services, to the extent of arranging for a home visit or securing the services of a non-participating provider.
  - B. If a non-participating provider shall be selected to provide needed dental services to the enrollee, Case Management shall notify the enrollee’s PCD to complete the required referral form for submission to the Case Management Department. Case Management shall change the enrollee’s Primary Care Dentist if necessary to ensure access to appropriate dental services.
  - C. If the DCO is unable to obtain an appropriate dental resource to meet the enrollee’s dental needs, the matter shall be immediately called to the attention of the Coordinated Care Organization (CCO) and/or Division of Medical Assistance Programs (MAP) staff for assistance and guidance.
  - D. All efforts to locate a provider shall be documented in the enrollee’s file.



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3. The DCO assures that all enrollee Handbooks and all other printed information intended for widespread distribution to enrollees, including enrollee satisfaction surveys and grievance information, is available in the primary language of each Prevalent Non-English Language and will include any required non-discrimination notices.
  - A. DCO shall determine Prevalent Non-English Language for OHP contract and each CCO contract by reviewing assigned OHP/CCO enrollees quarterly. In order to comply with CCO contractual requirement with OHA, DCO shall request an annual update on Prevalent Non-English Languages for CCO enrollment.
  - B. During business hours, the DCO shall provide access to qualified interpreters who can interpret in the primary language of each substantial household of non-English-speaking enrollees. Such interpreters shall be capable of communicating in English and in the primary language of the enrollee, and be able to translate dental information effectively.
    - 1) The DCO shall provide interpreter services by teleconference with:
      - a. The DCO’s bi-lingual Customer Service Staff at 1-866-268-9631,
      - b. Certified Languages Interpreter Service at 1-800-225-5254, or
      - c. Passport to Languages at 1-800-297-2707
    - 2) For onsite interpreter services, the provider’s office should call the DCO’s Customer Service Department at 1-866-268-9631.
    - 3) In addition, the DCO shall identify local hospitals and County Health Department staff that would also be available to provide translation services to enrollees.
    - 4) There shall be no charge to the enrollee for translation services.
4. PCDs and other participating providers such as specialists and hospitals, shall, with prior notice, be prepared to meet the special health care needs of visually and hearing impaired enrollees.
5. The DCO shall provide new enrollees with orientation informational materials, including handbook (supplemental handbook) and health education materials that will be culturally sensitive to people with disabilities or reading limitations, and will be printed in the primary language of each substantial household of non-English-speaking enrollees.
6. All enrollee materials shall be understandable (at a 6<sup>th</sup> grade reading level or OHA approved reading level). Those that require OHA review and approval will be sent to OHA for approval prior to use.
7. Alternative format for enrollee materials (such as large print and audio) are available upon request.
8. All enrollee materials will be in at least a 12 point font or large print 18 point font. Fonts used may include Times New Roman, Calibri or Arial.
9. See DCO’s Emergency Services Policy for urgent and emergent dental needs.

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10. See DCO’s Appointment Scheduling Policy for its timelines for scheduling appointments, enrollee’s appointment wait times, and how it monitors provider compliance.
11. See DCO’s PCD Changes Policy for its requirements in meeting community standards for travel limitations.
12. See DCO’s Transportation Policy for its requirements in meeting enrollee’s transportation needs.

**Approvals:**

Date: 03/22/2018

Approved by:

Lorena Reinhart (Executive Assistant), Executive Assistant, Operations

Reviewed and Revised By:

06/12/2012	Jeanne Dysert	Tamara Kessler	Missy Mitchell	
06/06/2014	Jeanne Dysert	Tamara Kessler	Missy Mitchell	Laura Donadio
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	
3/17/2017	QI/UR Committee			
03/12/2018	Jeanne Dysert	Tamara Kessler	Missy Mitchell	Rose Novak