

Advantage Dental

From DentaQuest

Policy Name: Assigning of DCO Enrollees	Policy Number:
Type of Policy: DCO	Effective Date: 03/20/2019
Responsible Department: DCO Operations	
Page Number (s): 2	Revised Date: 3/19/19
Approved By: Clinical and Credentialing Subcommittee	Approved Date: 03/20/2019
SCOPE: Advantage Dental Services, LLC	
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 care for 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 what to do to change their PCD. The enrollee will also be sent the Enrollee Handbook or Supplemental Handbook which 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 implement quarterly monitoring processes to enforce this. 4. If the enrollee becomes ineligible with the DCO, and is later reinstated, the enrollee will be reassigned to their previous PCD if available. 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 exceeding the PCD's age specifications 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. Once the reassignment is completed, a report containing Member ID, Member Name, and Member Date of birth will be sent to the PCD that the member is being changed from. 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 Advantage Dental's Customer Service prior to the effective date of the change, so that the PCD change can be reversed.

7. At times, the DCO must reassign a bulk number of members to a new PCD.
 - A. When this occurs, the DCO will send a report containing Member ID, Member Name, and Member Date of birth to the PCD they are being reassigned from with the date of the reassignment. The PCD can contact Customer Service prior to the effective date of the change to request those that are still in treatment not be changed.
 - 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.

Reviewed and Revised

06/14/2012	Jeanne Dysert	Tamara Kessler	Missy Mitchell	
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
3/19/19	Missy Mitchell			