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Authorized Signature

Topic: Dental Benefits

Subject: Client flyer clarifying the dental benefit under the OHP Standard benefit package.

Applies to (check all that apply):

- | | |
|--|---|
| <input type="checkbox"/> All DHS Employees | <input type="checkbox"/> County Mental Health Directors |
| <input type="checkbox"/> Area Agencies on Aging | <input type="checkbox"/> Health Services |
| <input type="checkbox"/> Children, Adults and Families | <input type="checkbox"/> Seniors and People with Disabilities |
| <input type="checkbox"/> County DD Program Managers | <input type="checkbox"/> Other (please specify): <u>DHS staff and others identified on the SPD, CAF, OMHAS and OMAP transmittal lists</u> |

Message: OMAP is sending the following flyer to households with clients on the Standard benefit package. The flyer gives OHP Standard clients information about their dental benefit and how to receive dental care.

If you have any questions about this information, contact:

Contact(s):	Deborah Cateora		
Phone:	(503) 945-6921		
E-mail:	deborah.cateora@state.or.us	Fax:	



Important Information

Information about the Limited OHP Standard Dental Benefit

This information is for OHP Standard benefit package clients only

Look at Field 9b (Benefit Package) of your OMAP Medical Care ID. Any member of your household who has a “B” in Field 9b is on the OHP Standard benefit package.

On August 1, 2004, a limited emergency dental benefit was added to the OHP Standard benefit package.

The Department of Human Services (DHS) has received many calls from clients and dentists with questions about what is included in the dental benefit and how to receive dental care. Listed below are the most common questions we’ve received regarding this benefit:

I’m a client on the OHP Standard benefit package. What is my dental benefit?

The OHP Standard benefit package covers **emergency** dental services only. Your dentist can treat things like:

- ✓ A tooth that has been knocked out.
- ✓ Severe swelling in the mouth.
- ✓ Severe tooth pain.

Pain is considered severe if it keeps you from sleeping, or if it does not stop when you take over-the-counter drugs such as Motrin or Tylenol.

Your dental benefit does **not** cover things like:

- ✓ Dentures and repairs to dentures.
- ✓ Permanent fillings, (temporary fillings **are** covered when resulting from emergency care).
- ✓ Removing teeth that can be fixed.

Remember: the visit to your dentist to find out what is wrong is covered, even if the treatment is not. If the treatment is not covered, your dentist will tell you.

How do I find a dentist?

Look at field 8a on your OMAP Medical Care ID. It will tell you if you’ve been enrolled into a Dental Plan.

If you are in a Dental Plan, call the number on your ID when you need to see a dentist.

If you are not enrolled in a Dental Plan, you can go to any dentist who will take your OMAP Medical Care ID.

What can I expect when I go to the dentist?

When making your appointment, remember that your dentist may not be able to see you right away. Give specific information about your dental problem and why you need to see the dentist. For example, let your dentist know:

- ✓ When the problem started and if it’s become worse.
- ✓ If you’ve taken any medication for pain or infection, and what you’ve taken.
- ✓ If the medication helped.
- ✓ Any other information that you think is important for the dentist to know.

Why doesn't my dentist treat my problem when I first see him?

Sometimes the dentist will need to numb your mouth before beginning treatment. The drugs that your dentist uses to numb your mouth may not work well when there is an infection. Your dentist may have to give you medicine to clear up the infection before beginning treatment. After the infection is treated, your dentist can treat your problem, if it meets the requirements of an emergency.

Questions?

- ☎ If you have any questions about this information, call the OMAP Client Advisory Services Unit at 1-800-273-0557, or TTY 1-800-375-2863.
- ☎ If you need this information in a larger print size or different format, call your worker.

9/04 Std. dental