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**Date:** September 21, 2020

**To:** Dental providers

**From:** Nathan Roberts, Traditional Programs manager  
Medicaid Programs Unit

**Subject:** Replacement of full and/or partial dentures in event of natural disasters

The Oregon Health Authority (OHA) asks dental providers to help Oregon Health Plan (OHP) members obtain replacement of full and/or partial dentures lost in the fires burning throughout Oregon.

### Why is this happening?

Thousands of Oregonians have been displaced, and many have lost their homes, property, pets and livestock. Thousands more are at risk of loss and displacement. OHA has learned that vulnerable OHP members have had to leave their homes without critical full and/or partial dentures, thus limiting their possibility to gain proper nutrition.

OHA has directed coordinated care organizations (CCOs) and dental care organizations (DCOs) to ensure members have suitable replacements for full and/or partial dentures as soon as possible when a need is identified, and asks those serving fee-for-service (FFS) members to do the same.

### What should you do?

Dental providers may see requests for replacement of full and/or partial dentures from members or their Oregon Department of Human Services case manager.

- **For CCO members**, please coordinate replacement of full and/or partial dentures through the member's CCO.
- **For DCO members**, please coordinate replacement of full and/or partial dentures through the member's DCO.
- **For FFS members needing full and/or partial dentures**, suppliers must [submit a prior authorization request to OHA](#) marked URGENT and state the reason as "URGENT REPLACEMENT – FIRE EVAC." If marked correctly, these requests will be reviewed within three (3) business days of receipt.

### Questions?

- **About replacing full and/or partial dentures:** Contact Kellie Skenandore, Dental Program Manager, at [Kellie.M.Skenandore@dhs.oha.state.or.us](mailto:Kellie.M.Skenandore@dhs.oha.state.or.us).

Thank you for your continued support of the Oregon Health Plan and the services you provide to our members.