



500 Summer St NE E35

Salem, OR, 97301

Voice: 503-945-5772 or 800-527-5772

Fax: 503-373-7689

TTY: 711

[www.oregon.gov/OHA/HSD](http://www.oregon.gov/OHA/HSD)

**Date:** September 21, 2020

**To:** Coordinated care organizations (CCOs)  
Dental care organizations (DCOs)

**From:** Dana Hittle, Deputy Medicaid Director

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

Effective immediately, this guidance directs CCOs and DCOs to ensure members have suitable replacements for full and/or partial dentures as soon as possible when a need is identified.

### Why is this happening?

As a result of the current fires burning throughout Oregon, thousands of Oregonians are 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 Oregon Health Plan (OHP) members have had to leave their homes without critical full dentures and partial dentures, thus limiting their possibility to gain proper nutrition.

### What should you do?

This guidance directs CCOs and DCOs to ensure members have suitable replacements for full and/or partial dentures as soon as possible when a need is identified. Coverage of replacement dental prosthetics is the responsibility of the CCO and the DCO based on the following:

- Oregon Administrative Rule (OAR) 410-141-3501 Administration of Oregon Integrated and Coordinated Health Care Delivery System Regulation; Rule Precedence, specifically OAR 410-135-3501(2)(c) which requires CCOs to comply with any applicable provider rules in OAR Chapter 410, based on the category of health service;
- OAR 410-123-1060 Dental Program Rules, Definition of Terms defines a “Dentally Appropriate” service as the following: services that are required for prevention, diagnosis, or treatment of a dental condition and that are:
  - Consistent with the symptoms of a dental condition or treatment of a dental condition;
  - Appropriate with regard to standards of good dental practice and generally recognized by the relevant scientific community, evidence-based medicine, and professional standards of care as effective;
  - Not solely for the convenience of an OHP member or a provider of the service; and
  - The most cost effective of the alternative levels of dental services that can be safely provided to a member.
- OAR 410-123-1160 Dental Program Rules, Prior Authorization allows that Prior Authorizations are required and granted under the following conditions:

(4) The Division will provide PA for services when:

(a) The prognosis is favorable;

(b) The treatment is practical;

(c) The services are dentally appropriate; and

(d) A lesser-cost procedure would not achieve the same ultimate results.

- OAR 410-123-1260 Dental Program Rules, OHP Dental Benefits states: The Division may make exceptions for dental appropriateness to replacement limitations in cases of acute trauma or catastrophic illness that directly or indirectly affects the oral condition and results in additional tooth loss. This pertains to, but is not limited to, cancer and periodontal disease resulting from pharmacological, surgical, and medical treatment for aforementioned conditions.

CCOs and DCOs should make every effort to immediately provide this assistance to its enrolled OHP members. As this situation is constantly changing, we are establishing processes between the Department of Human Services, Aging and People with Disabilities and Office of Developmental Disabilities case management entities and CCO Account Representatives to contact CCOs and DCOs directly as they become aware of these situations.

Please contact your assigned CCO Account Representative or for DCOs, the Dental Program Manager via email, with questions.

OHA greatly appreciates the efforts CCOs and DCOs are making to provide resources to assist and support their members, providers, staff, and broader communities affected by the fires.

### **Questions?**

If you have any questions, please contact Kellie Skenandore, Dental Program Manager at [Kellie.M.Skenandore@dhsoha.state.or.us](mailto:Kellie.M.Skenandore@dhsoha.state.or.us).

Thank you for your continued support of the Oregon Health Plan and OHP members during these difficult times