

DENTAL FACILITY DIRECTORY

YOUR GUIDE TO CONNECTING TO CARE

GO GREEN! View or download the *Dental Facility Directory* at a time that is convenient for you.
Go to kp.org/directory/nw.

smile.



WE'RE HERE WHEN YOU NEED US

Dental Appointment Center

When you have questions about your benefits or eligibility, need dental services, or need to make an appointment, call the Dental Appointment Center. Hours are 6:30 a.m. to 6 p.m., Monday through Friday and 7:30 a.m. to 4 p.m. on Saturday.

You can call 24 hours a day to:

- Cancel or verify appointments.
- Get information about our dental offices, including directions.
- Receive advice or arrange to be seen for a dental emergency.

When you call to make an appointment, please have your ID card handy. When you visit a dental office for care, please bring your ID card plus another form of photo ID.

Portland area.....	503-286-6868
Salem area.....	503-370-4311
Vancouver area.....	360-254-9158
Longview area.....	360-575-4800
TTY	711
Language interpretation services	see page 3

Need to cancel? Please give 24-hour notice

If you can't keep a dental appointment, please call by noon the day before your appointment to cancel. This allows us to give your appointment to another member. To cancel, call one of the Dental Appointment Center numbers above or 1-800-813-2000.

We want to make it easy for you to get the dental care and services you need at Kaiser Permanente. This book provides a quick reference for many of the things you need to know. Please take a few minutes to look it over. Your *Evidence of Coverage (EOC)* describes your benefits and other important information about your coverage. If you'd like to know more about the benefits specific to your plan, please see your *EOC*. Individuals and Families Dental Plan members, please see your Membership Agreement.

Urgent dental care

If you need urgent dental care, call the Dental Appointment Center. A representative will arrange for you to receive care as soon as possible.

See your *Evidence of Coverage (EOC)* and benefit summary for a description of your urgent dental care benefit. Examples of urgent dental care include treatment of toothaches, chipped teeth, broken fillings that cause irritation, and swelling around a tooth.

Need help deciding on a dentist?

Visit our online directory at kp.org/dental/nw/directory to see dentist photos, educational backgrounds, and biographies.

Emergency dental care

In a dental emergency, call the Dental Appointment Center for assistance or for arrangements to be seen for care. Emergency dental care involves treatment of sudden and unexpected conditions in or around the teeth and gums needing immediate attention.

Examples of emergency dental care include treatment of:

- Severe traumatic injury.
- Swelling that interferes with swallowing and/or breathing.
- Bleeding that does not stop.

For additional details on emergency dental care, see your *EOC*.

If you need emergency dental care or urgent dental care, there may be a fee, as shown in the benefit summary, in addition to any other applicable copayments or coinsurance. See your *EOC* and benefit summary for details.

After hours, ask to be connected to the advice nurse.

Members have a limited emergency benefit for services obtained outside the service area. See your *EOC* for details.

Additional services

Many of our dental offices offer denture services, orthodontic services, and cosmetic services. These services may require a referral or are not covered benefits. See your *EOC* for benefit information. Find out more about these services at kp.org/dental/nw or ask at your dental office.

Dental Choice PPO plan members

If you are on a Dental Choice PPO plan, some of the information in this directory may not apply to you. Dental Choice PPO plans have some requirements and restrictions that are different from our other dental plans. Please read your *EOC* to fully understand how your plan works. This directory does not include all of the providers for your plan. For a complete listing, go to kp.org/dental/nw to search our online directory or call 1-866-498-7912.

Member and patient rights and responsibilities

At Kaiser Permanente, we believe maintaining good dental health is a very important part of your well-being. Providing the quality health care necessary to maintain your good health requires a partnership between you and your health care professionals. You need information to make appropriate decisions about your care and lifestyle choices. Your health care professionals need your involvement to ensure you receive appropriate and effective health care. Mutual respect and cooperation are essential to this partnership.

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Note: The dental offices in this directory are subject to change. Go to kp.org/dental/nw/directory for a current listing or call Member Services at 1-800-813-2000.

Accessibility of medical offices and medical centers in this directory

All Kaiser Permanente facilities are accessible to members.

When you're away from home

If you have a dental emergency outside the service area, go to the nearest dental care facility. You have limited coverage for qualifying emergency care. For more information about dental care benefits when you travel, see your EOC or call Member Services (see page 3).

QUESTIONS OR CONCERNS

When you have a question or a concern about your care or service, please tell us right away. You can talk directly with your dentist or hygienist about your concerns. You can also ask to speak with the office manager at your dental office or call the Dental Appointment Center.

Dental Appointment Center telephone numbers are listed on the inside front cover. To reach a dental office manager, call the business office number listed in this directory for your dental office. If you still aren't satisfied, ask Member Services about the member satisfaction procedure. We'll give you information about the appeal process. You can also get this information in your *EOC*.

Member Services

For information about your dental benefits or how to file an emergency claim, call Member Services, 8 a.m. to 6 p.m., Monday through Friday. **Or log on to kp.org and email us.**

All areas 1-800-813-2000

TTY 711

Medicare members can call Member Services toll free at 1-877-221-8221 (TTY 711) from 8 a.m. to 8 p.m., seven days a week.

Language interpretation services

We provide free language interpretation services. Call one of the numbers below. Press "1" and then "0." Tell the person who answers what language you speak. He or she will arrange for an interpreter to join the call.

Para servicios de interpretación gratis, llame a uno de los números a continuación. Oprima el "1" y después el "0." Dígale a quien conteste qué idioma necesita. El o ella arreglará que un intérprete le ayude con la llamada.

Мы предоставляем бесплатные услуги по устному переводу.
Позвоните по одному из телефонов, приведенных ниже. Наберите "1",
а затем "0." Скажите оператору, на каком языке Вы говорите. Оператор
позаботится о том, чтобы соответствующий переводчик присоединился
к телефонному разговору.

'Chúng tôi cung cấp dịch vụ thông dịch miễn phí. Hãy gọi một trong các số
điện thoại dưới đây. Nhấn nút số "1" và sau đó số "0". Cho người trả lời
điện thoại biết ngôn ngữ quý vị nói. Họ sẽ sắp xếp cho một thông dịch viên
tiếp chuyện với quý vị.'

Language interpretation services

Portland area 503-286-6868

Salem area 503-370-4311

Vancouver area 360-254-9158

Longview area 360-575-4800

TYPES OF SPECIALISTS

Types of dental professionals

Our dental offices have several types of dental professionals to meet your needs. Each dental office in this book lists its dental professionals specialties.

Here are the job title definitions:

DDS doctor of dental surgery

DMD doctor of medical dentistry

We have dental professionals practicing in the following specialties:

Denturist

A dental technician who specializes in making and fitting dentures.

Endodontist

A dentist who specializes in root canals and the treatment of diseases or injuries that affect the pulp of teeth.

Orthodontist

A dentist who specializes in preventing and treating misaligned teeth.

Pediatric dentist

A dentist who specializes in treating children from birth through adolescence.

Periodontist

A specialist who treats the gums and supporting structures of the teeth.

Prosthodontist

A dentist who specializes in restoring teeth and/or replacing missing teeth with bridges, dentures, crowns, or implants.

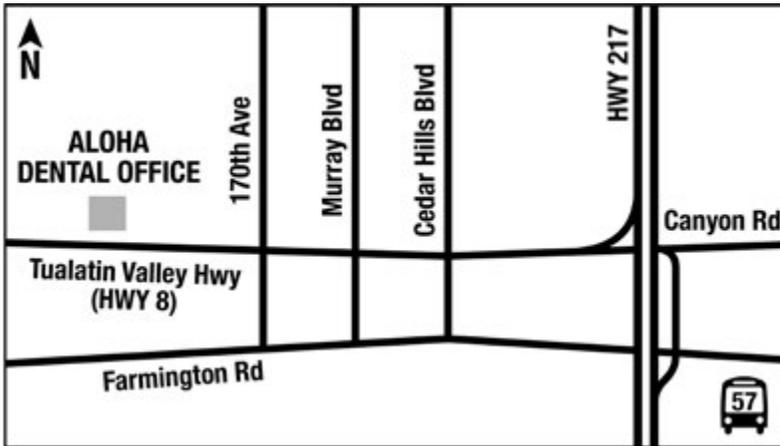
For the most current list of dentists at each of our 17 dental offices, see our expanded online dental directory at kp.org/dental/nw/directory.

ALOHA DENTAL OFFICE

17675 SW Tualatin Valley Hwy., Beaverton, OR 97006

General dentistry/pediatric dentistry/periodontists/denturists

Appointments503-286-6868
 Business office503-259-3160
 TTY 711
 Office hours Monday-Friday, 7 a.m.-6 p.m.

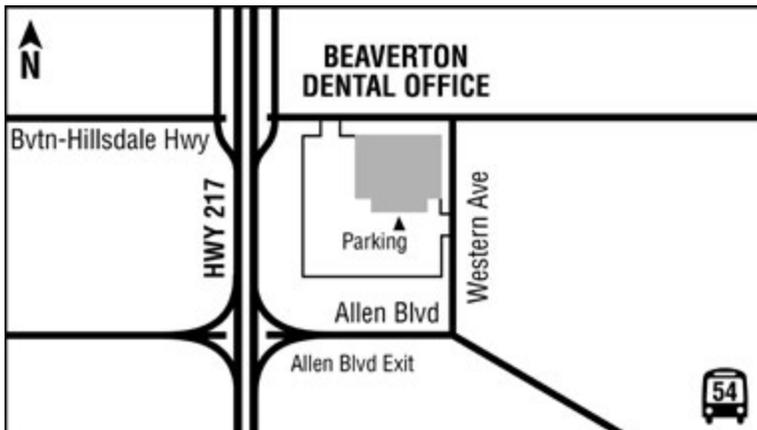


BEAVERTON DENTAL OFFICE

4855 SW Western Ave., Beaverton, OR 97005

General dentistry

Appointments503-286-6868
 Business office503-626-4148
 TTY 711
 Office hours Monday-Friday, 7 a.m.-6 p.m.

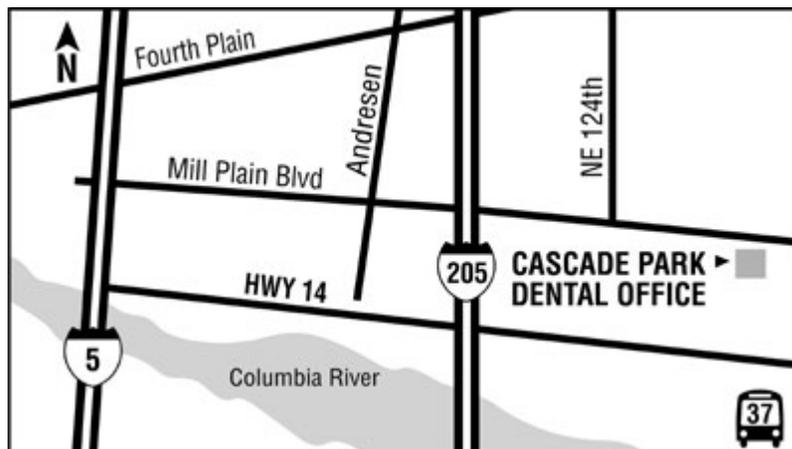


CASCADE PARK DENTAL OFFICE

12711 SE Mill Plain Blvd., Vancouver, WA 98684

General dentistry/denturists/orthodontists/pediatric dentistry

Appointments360-254-9158
Business office360-896-4484
TTY 711
Office hours Monday-Friday, 7 a.m.-6 p.m.



Transit information



For up-to-date transit information:

Portland:	Vancouver:
TriMet 503-238-7433 trimet.org	C-Tran 360-695-0123 c-tran.com
Salem:	Longview:
Cherriots 503-588-2877 cherriots.org	CUBS 360-442-5663 cubs-bus.com

CLACKAMAS DENTAL OFFICE

10209 SE Sunnyside Road, Clackamas, OR 97015

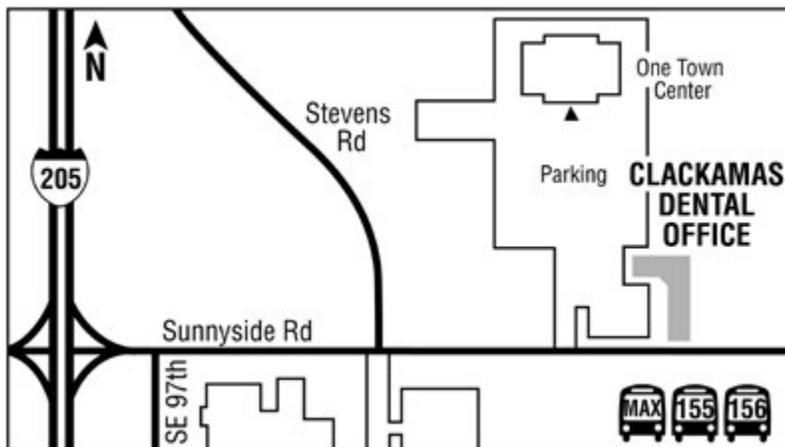
General dentistry

Appointments503-286-6868

Business office503-353-3900

TTY 711

Office hours Monday-Friday, 7 a.m.-6 p.m.



EASTMORELAND DENTAL OFFICE

5025 SE 28th Ave., Portland, OR 97202

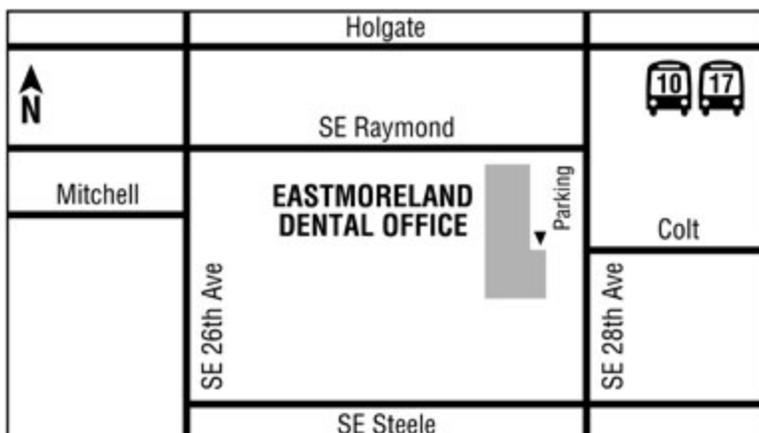
General dentistry/periodontists

Appointments503-286-6868

Business office503-238-4418

TTY 711

Office hours Monday-Friday, 7 a.m.-6 p.m.



GLISAN DENTAL OFFICE

10102 NE Glisan St., Portland, OR 97220

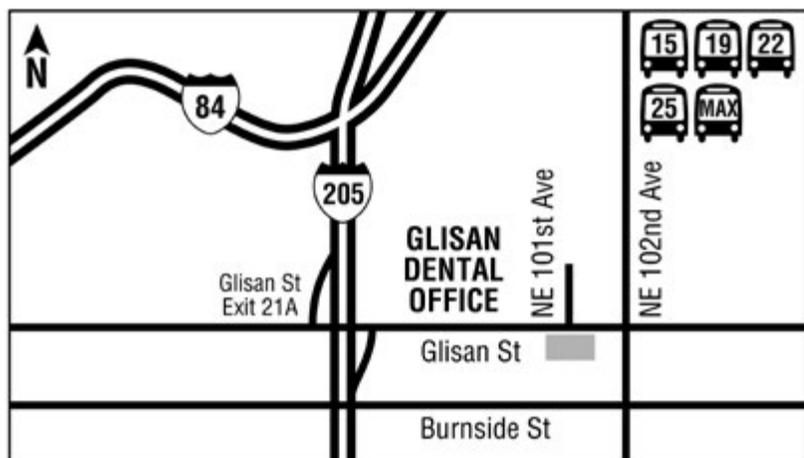
General dentistry/denturists/endodontists/
oral surgeons/orthodontists/pediatric dentistry/periodontists

Appointments503-286-6868

Business office503-257-5959

TTY 711

Office hours Monday-Friday, 7 a.m.-6 p.m.



CONNECT TO YOUR DENTAL HEALTH

Visit our dental website to:

- Get to know our dentists.
- View the most up-to-date dental directory.
- Find plan and dental services information.
- Map your route to our offices.
- Read dental health news.
- Access dental resources.

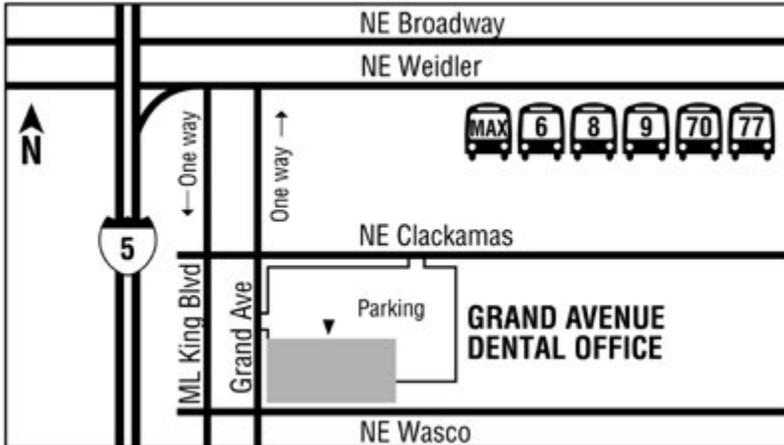
kp.org/dental/nw

GRAND AVENUE DENTAL OFFICE

1314 NE Grand Ave., Portland, OR 97232

General dentistry/orthodontists/pediatric dentistry

Appointments503-286-6868
 Business office503-280-2877
 TTY 711
 Office hours Monday-Friday, 7 a.m.-6 p.m.

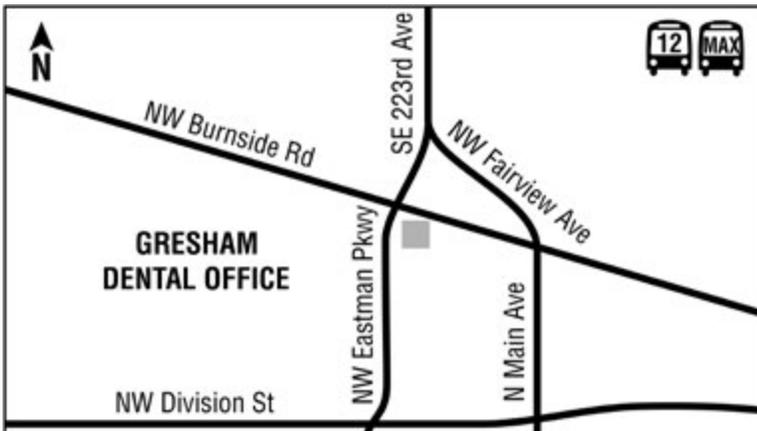


GRESHAM DENTAL OFFICE

360 NW Burnside Road, Gresham, OR 97030

General dentistry

Appointments503-286-6868
 Business office 503-667-7480 or 503-665-5413
 TTY 711
 Office hours Monday-Friday, 7 a.m.-6 p.m.

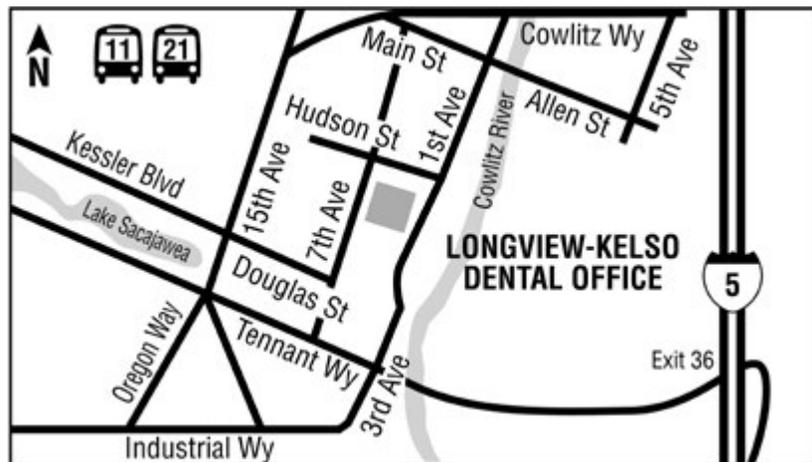


LONGVIEW-KELSO DENTAL OFFICE

1230 Seventh Ave., Longview, WA 98632

General dentistry

Appointments360-575-4800
Business office360-575-4801
TTY 711
Office hours Monday-Friday, 7 a.m.-6 p.m.

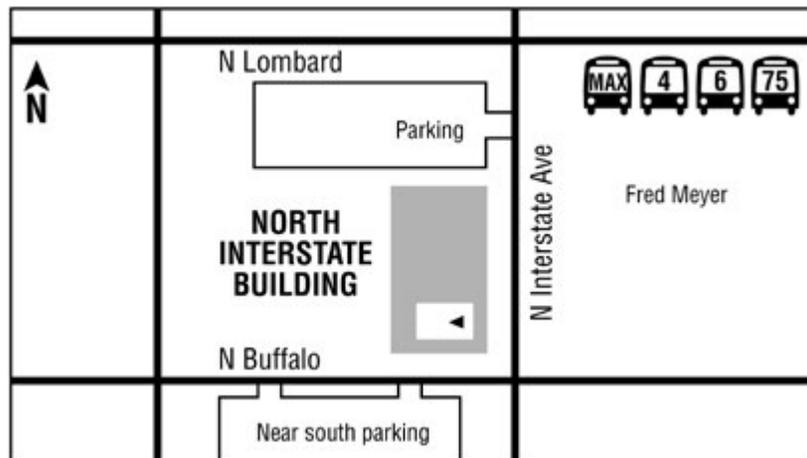


NORTH INTERSTATE DENTAL OFFICE

7201 N. Interstate Ave., Portland, OR 97217

Denturists/prosthodontists

Appointments503-286-6868
Business office503-286-6860
TTY 711
Office hours Monday-Friday, 7 a.m.-6 p.m.

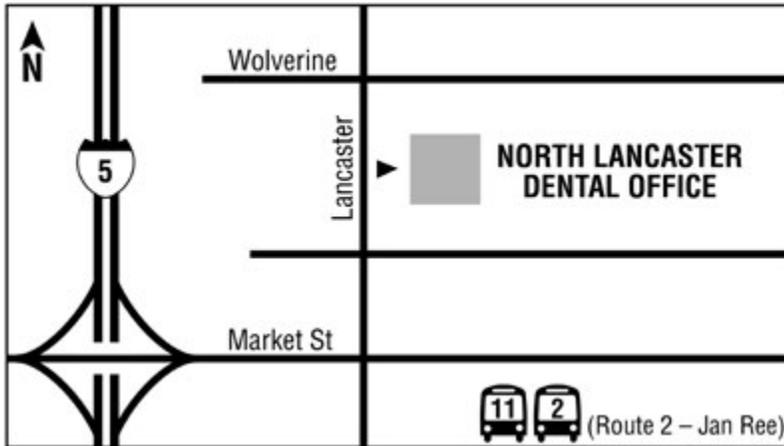


NORTH LANCASTER DENTAL OFFICE

2300 Lancaster Drive NE, Salem, OR 97305

General dentistry/denturists/periodontist

Appointments503-286-6868
Business office503-257-5959
TTY 711
Office hours Monday-Friday, 7 a.m.-6 p.m.



OREGON CITY DENTAL OFFICE

1900 McLoughlin Blvd., Suite 68, Oregon City, OR 97045

General dentistry/pediatric dentistry

Appointments503-286-6868
Business office503-387-8000
TTY 711
Office hours Monday-Friday, 7 a.m.-6 p.m.

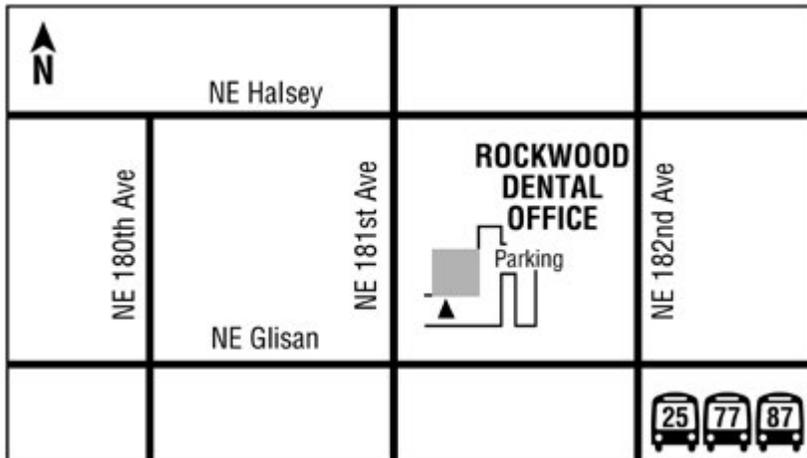


ROCKWOOD DENTAL OFFICE

822 NE 181st Ave., Portland, OR 97230

General dentistry/denturists

Appointments503-286-6868
Business office503-661-5210
TTY 711
Office hours Monday-Friday, 7 a.m.-6 p.m.

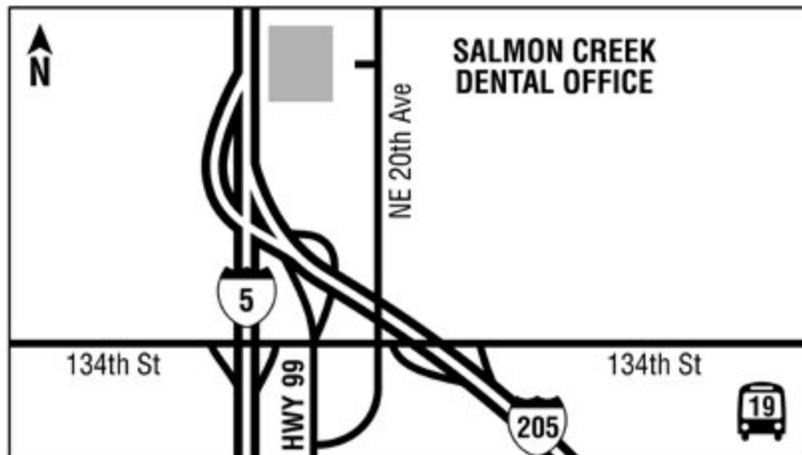


SALMON CREEK DENTAL OFFICE

14406 NE 20th Ave., Vancouver, WA 98686

General dentistry/endodontists/periodontists

Appointments360-254-9158
Business office360-571-3139
TTY 711
Office hours Monday-Friday, 7 a.m.-6 p.m.

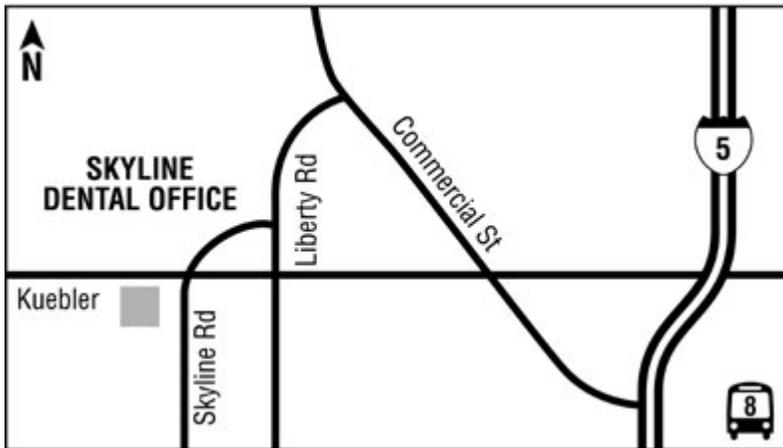


SKYLINE DENTAL OFFICE

5135 Skyline Road S., Salem, OR 97306

General dentistry/endodontists/orthodontists/oral surgeons/pediatric dentistry

Appointments503-370-4311
 Business office503-588-6560
 TTY 711
 Office hours Monday-Friday, 7 a.m.-6 p.m.



SUNSET DENTAL OFFICE

19075 NW Tanasbourne Drive, Hillsboro, OR 97124

General dentistry/orthodontists/pediatric dentistry/oral surgeons

Appointments503-286-6868
 Business office503-531-1700
 TTY 711
 Office hours Monday-Friday, 7 a.m.-6 p.m.



TIGARD DENTAL OFFICE

7105 SW Hampton St., Tigard, OR 97223

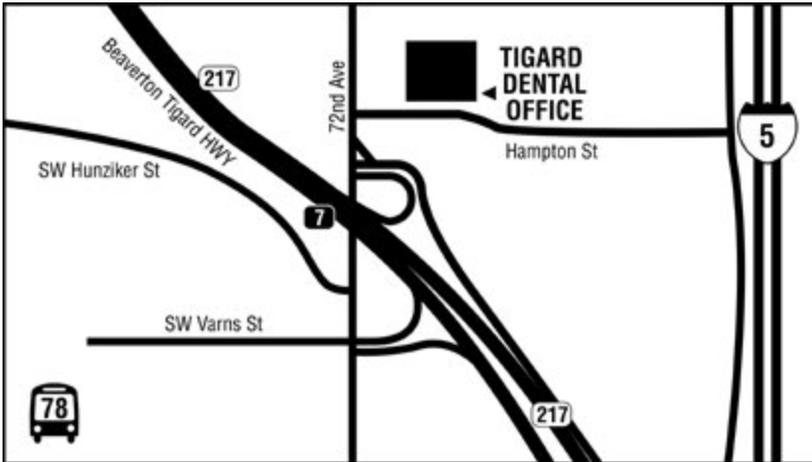
General dentistry/endodontists

Appointments503-286-6868

Business office503-684-9274

TTY 711

Office hours Monday-Friday, 7 a.m.-6 p.m.



VALLEY RIVER DENTAL OFFICE

1011-1069 Valley River Way, Eugene, OR 97401



WE'RE THE FIRST ACCREDITED DENTAL HOME IN THE NORTHWEST.

With our recent three-year renewal, the Kaiser Permanente Dental Care Program has now maintained more than 20 years of continuous accreditation. We were also named the Northwest's first dental home – making us the third accredited dental home in the country.

What does dental home mean for our members?

- Seamless service. Team-based care from top dentists, hygienists, assistants, and specialists.
- Excellent quality. The best clinical dental care possible.
- Personal connection. Trusted, ongoing relationships with the whole dental team.
- Integrated medicine. Dental and medical care coordination.

To read more details, visit the Kaiser Permanente Dental online at kp.org/dental/nw.

WHERE TO GET DENTAL CARE



DENTAL FACILITIES

Portland-area dental offices

- 46 Aloha Dental Office
17675 SW Tualatin Valley Hwy.
Beaverton, OR 97006
- 47 Beaverton Dental Office
4855 SW Western Ave.
Beaverton, OR 97005
- 48 Clackamas Dental Office
10209 SE Sunnyside Road
Clackamas, OR 97015
- 49 Eastmoreland Dental Office
5025 SE 28th Ave.
Portland, OR 97202
- 50 Glisan Dental Office
10102 NE Glisan St.
Portland, OR 97220
- 51 Grand Avenue Dental Office
1314 NE Grand Ave.
Portland, OR 97232
- 52 Gresham Dental Office
360 NW Burnside St.
Gresham, OR 97030
- 53 North Interstate Dental Office
7201 N. Interstate Ave.
Portland, OR 97217
- 54 Oregon City Dental Office
1900 McLoughlin Blvd., Suite 68
Oregon City, OR 97045
- 55 Rockwood Dental Office
822 NE 181st Ave.
Portland, OR 97230
- 56 Sunset Dental Office
19075 NW Tanasbourne Drive
Hillsboro, OR 97124
- 57 Tigard Dental Office
7105 SW Hampton St.
Tigard, OR 97223

Vancouver-area dental offices

- 58 Cascade Park Dental Office
12711 SE Mill Plain Blvd.
Vancouver, WA 98684
- 59 Salmon Creek Dental Office
14406 NE 20th Ave.
Vancouver, WA 98686

Salem-area dental offices

- 60 North Lancaster Dental Office
2300 Lancaster Drive NE
Salem, OR 97305
- 61 Skyline Dental Office
5135 Skyline Road S.
Salem, OR 97306

Longview-area dental office

- 62 Longview-Kelso Dental Office
1230 Seventh Ave.
Longview, WA 98632

Eugene-Springfield-area medical office

- 63 Valley River Dental Office
1011 Valley River Way
Eugene, OR 97401
(coming soon)

Prefer a print version of our directory? We're going as green as possible, but we know there are times you want the full directory in your hand. Download a copy at kp.org/dental/nw. If you do not have Internet access, you can contact Member Services at 1-800-813-2000 to request a *Dental Facility Directory*.



Kaiser Foundation Health Plan of the Northwest
500 NE Multnomah St., Suite 100
Portland, OR 97232

