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 DMAP Quality Improvement Medical Section

Authorized Signature

Number: DMAP- IM-08-129

Issue Date: 09/26/2008

Topic: Medical Benefits

Subject: Client announcement: Dental plan rollover for Crook and Deschutes counties

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 checked="" type="checkbox"/> Other (please specify): DHS staff and others identified on the SPD, CAF, AMH and DMAP transmittal lists |

Message:

The attached notice will be mailed to approximately 3347 clients this week. Due to a current shortage of providers, Advantage Dental Services is temporarily not serving OHP clients in Crook and Deschutes counties. At this time, Hayden Family Dentistry Group is the only plan open to new enrollment in these counties. This announcement tells clients their dental plan is changing to Hayden Family Dentistry Group effective Oct. 1, 2008.

The pertinent plan numbers are as follows:

- **Advantage Dental Plan**
 Crook (D102)
 Deschutes (D175)
- **Hayden Family Dentistry Group**
 Crook (D125)
 Deschutes (D116)

If you have any questions about this information, contact:

Contact(s):	Shari Coon, DMAP Prepaid Health Plan Coordinator		
Phone:	503-945-6491	Fax:	503-947-5221
E-mail:	Shari.Coon@state.or.us		



Important Information

About your OHP Dental Plan

Your dental plan has changed

Effective Oct. 1, 2008, your dental plan will be Hayden Family Dentistry Group.

Advantage Dental Services is currently not serving Oregon Health Plan (OHP) clients in Crook and Deschutes counties.

This means

Your dental care benefits will not change; however, you will receive your dental services through Hayden Family Dentistry Group instead of Advantage Dental Services.

Hayden Family Dentistry group will send you a new dental plan handbook.

Medical Care ID

Field 8 of your October DMAP Medical Care ID will list you and your household's new dental plan as Hayden Family Dentistry.

Rescheduling appointments

If you had a dental appointment with Advantage Dental Services scheduled after Oct. 1, this appointment has automatically been cancelled.

You need to contact Hayden Family Dentistry Group starting Oct. 1 to schedule a new appointment.

Expect a call from Hayden

Hayden Family Dentistry Group will be calling all of its new OHP members to assign them to a clinic. If you do not receive a call by Wednesday, Oct. 15, please contact Hayden Family Dentistry Group to make sure you are properly enrolled.

Hayden Family Dentistry Group Contact Information

If you need to schedule an appointment, or if you have not heard from Hayden Family Dentistry Group by Oct. 15, call this toll-free number:

- 888-468-0022
- Push 1 for "Directory"
- Push 3 for "Bend Clinic"

Native Americans are not required to be in a managed care plan

If you are a Native American or Alaska Native with proof of Indian heritage, you can choose to be enrolled in dental plan such as Hayden, or receive dental services from any provider who will take your DMAP Medical Care ID. Contact your worker if you do not want to be enrolled in a dental plan.

Questions?

- ☎ Contact the DMAP Client Services Unit at 800-273-0557 if you have questions about this notice.
- ☎ Contact your OHP worker if you need this notice in a larger print size or in a different format.

