

Jon Pelkey, Manager
DMAP Quality Improvement & Medical Section

Authorized Signature

Number: DMAP- IM-09-055

Issue Date: 04/30/2009

Topic: Medical Benefits

Subject: Client Announcement: Dental plan rollover for Tillamook, Morrow and Union 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:

Effective June 1, Capitol Dental Care is no longer serving clients in Tillamook, Morrow and Union counties. Depending on the county, DMAP will mail one of the attached notices to approximately 236 clients on Friday, May 1.

County	Tillamook	Morrow	Union
Clients Affected	207	23	6
Enrollment	Voluntary	Mandatory	Mandatory
Capitol Dental Plan #	D127	D186	D187
New Plan	No open plans → fee-for-service	Hayden Family Dentistry Group D097	Advantage Dental Services D113

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 June 1, 2009, Capitol Dental Care will no longer serve Oregon Health Plan (OHP) clients in Tillamook County.

This means

Your dental care benefits will not change.

There are currently no dental plans accepting new OHP clients in Tillamook County, so you will now be able to receive your dental services from any provider who will take your Medical Care ID.

Rescheduling appointments

If your current provider does not take OHP Medical Care ID cards, any appointments scheduled after June 1 may be cancelled.

Please check with your provider to make sure they take OHP Medical Care ID cards. If not, you will need to find a new dental care provider and schedule a new appointment.

Questions?

-  Contact the DMAP Client Services Unit at 1-800-273-0557 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.



DMAP CAPE
04/09 09-370

Important Information

About your OHP Dental Plan

Your dental plan has changed

Effective June 1, 2009, your dental plan will be Hayden Family Dentistry Group.

After this date, Capitol Dental Care will no longer serve Oregon Health Plan (OHP) clients in Morrow County.

This means

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

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

Rescheduling appointments

If your current provider does not participate in your new dental plan, any appointments scheduled after June 1 may be cancelled.

Please check with your provider to make sure they see patients with Hayden Family Dentistry Group. If not, you will need to contact Hayden after June 1 to schedule an appointment with a new provider.

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 Monday, June 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 June 15, call this toll-free number:

- 1-888-468-0022
- Push 1 for "Directory"
- Push 6 for "Hermiston 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 OHP 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 1-800-273-0557 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.

Important Information

About your OHP Dental Plan

Your dental plan has changed

Effective June 1, 2009, your dental plan will be Advantage Dental Services, LLC.

After this date, Capitol Dental Care will no longer serve Oregon Health Plan (OHP) clients in Union County.

This means

Your dental care benefits will not change; however, you will receive your dental services through Advantage Dental Services instead of Capitol Dental Care.

Advantage Dental Services will send you a new dental plan handbook.

Rescheduling appointments

If your current provider does not participate in your new dental plan, any appointments scheduled after June 1 may be cancelled.

Please check with your provider to make sure they see patients with Advantage Dental Services. If not, you will need to contact Advantage after June 1 to schedule an appointment with a new provider.

Expect a call from Advantage

Advantage Dental Services will be calling all of its new OHP members to assign them to a clinic. If you do not receive a call by Monday, June 15, please contact Advantage Dental Services to make sure you are properly enrolled.

Advantage Dental Services Contact Information

If you need to schedule an appointment, or if you have not heard from Advantage Dental Services by June 15, call this toll-free number:

■ 1-866-268-9630

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 Advantage, or receive dental services from any provider who will take your OHP 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 1-800-273-0557 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.