

Jon Pelkey, Manager
 DMAP Quality Improvement & Medical Section

Authorized Signature

Number: DMAP- IM-09-075

Issue Date: 05/29/2009

Topic: Medical Benefits

Subject: Client Announcement: Willamette Dental Group Closing in Coos County

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 July 1, Willamette Dental Group is no longer serving clients in Coos County. DMAP will divide the 290 affected clients between the remaining plans, Advantage Dental Services and Hayden Family Dentistry Group, as evenly as possible. Depending on which plan they are assigned to, DMAP will mail clients one of the two attached notices by Monday, June 1.

The plan codes are as follows:

Old Plan	New Plan	
Willamette Dental Services	Advantage Dental Services	Hayden Family Dentistry
D150	D101	D152

If you have any questions about this information, contact:

Contact(s):	Suzanne Hart, DMAP Prepaid Health Plan Coordinator		
Phone:	503-945-6977	Fax:	503-947-5221
E-mail:	suzanne.m.hart@state.or.us		

Important Information

About your OHP Dental Plan

Your dental plan has changed

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

As of this date, Willamette Dental Group will no longer serve Oregon Health Plan (OHP) clients in Coos County.

This means

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

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 July 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 July 1 to schedule an appointment with a new provider.

Advantage Dental Services Contact Information

If you need to schedule an appointment, call this toll-free number:

- 1-866-268-9631

If you do not receive your Advantage Dental Services handbook by July 15, you can call this number to make sure you are properly enrolled.

30-day enrollment

You may be able to change plans in the first 30 days of enrollment in your new plan. Call your worker about your choices.

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 have two choices:

- Be enrolled in a dental plan, such as Advantage; or
- Not be enrolled in a dental plan and receive dental services from any provider who will take your 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 July 1, 2009, your dental plan will be Hayden Family Dentistry Group.

As of this date, Willamette Dental Group will no longer serve Oregon Health Plan (OHP) clients in Coos County.

This means

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

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 July 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 July 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 Wednesday, July 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 July 15, call this toll-free number:

- 1-888-468-0022
- Push 1 for "Directory"
- Push 6 for "Hermiston Clinic"

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- Not be enrolled in a dental plan and receive dental services from any provider who will take your Medical Care ID.

Contact your worker if you do not want to be enrolled in a dental plan.

Questions?

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