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DMAP Quality Improvement Medical Section

Authorized Signature

Number: DMAP-IM-09-111

Issue Date: 08/28/2009

Topic: Medical Benefits

Subject: Client announcement - Hayden Family Dental clients will change to Advantage Dental effective October 1, 2009

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:

DMAP is mailing the following letter to approximately 59,000 clients statewide who currently receive managed dental care services through Hayden Family Dental Group. The letter tells them that beginning October 1, 2009, they will be members of the Advantage Dental Group.

The letter tells clients they may change plans in the first 30 days of their enrollment and to call their workers to do so. Clients will not have to change dental providers as a result of this change.

If there are extenuating circumstances, DMAP will allow clients up to 60 days to change their managed care plan. If a client requests disenrollment after the first 30 days, contact Client Enrollment Services.

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

Your OHP Dental Plan is changing

Your dental plan will change

Effective October 1, 2009, your dental plan will be Advantage Dental.

After this date, Hayden Family Dental Group providers will serve Oregon Health Plan (OHP) clients as part of the Advantage Dental Group.

This means

Your dental care benefits, and your dental provider(s), will not change; however, you will receive your dental services through Advantage Dental instead of Hayden Family Dental Group.

Advantage Dental will send you a new dental plan handbook.

Coverage letter

In October, you will receive a new coverage letter that lists Advantage Dental as your household's new dental plan.

30-day enrollment change

Depending on the area of the state you live in, you may be able to change dental plans in the first 30 days of enrollment in your new plan. Call your worker about your options.

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 a dental plan such as Hayden, or 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 OHP Client Services at 1-800-273-0557 if you have questions about this letter.
-  Contact your OHP worker if you need this letter in a larger print size or in a different format.