

Dale Elder, Manager
DMAP Operations Section

Number: DMAP IM 12-111

Authorized Signature

Issue Date: 10/18/2012

Topic: Medical Benefits

Subject: **Client announcement:** Dental plan choices for Capitol Dental Care members who see a Shoreview Dental Clinic dentist

Applies to:

- | | |
|--|---|
| <input type="checkbox"/> All DHS employees | <input type="checkbox"/> County Mental Health Directors |
| <input type="checkbox"/> Area Agencies on Aging | <input type="checkbox"/> Seniors and People with Disabilities |
| <input type="checkbox"/> Children, Adults and Families | <input checked="" type="checkbox"/> Other (please specify): DHS and OHA staff and others identified on the SPD, CAF, AMH and DMAP transmittal lists |
| <input type="checkbox"/> County DD Program Managers | |

Message:

DMAP will send the following letter to 42 Capitol Dental Care members in the Salem-Keizer area who had visited Shoreview Dental Clinic in the past 18 months, but did not receive the [September client letter](#).

It tells them that starting Jan. 1, Shoreview Dental Clinic will no longer serve them as Capitol Dental Care members.

- If they want to keep seeing their current dentist, they need to change their dental plan to Advantage Dental or ODS Dental.
- If they want to keep Capitol Dental Care as their dental plan, they don't need to do anything, unless they want to choose their new dentist.

If you have any questions about this information, contact:

Contact(s):	Marilyn Wade, DMAP Prepaid Health Plan Coordinator		
Phone:	503-947-2328	Fax:	503-947-5221
E-mail:	marilyn.g.wade@state.or.us		

October 17, 2012

Shoreview Dental Clinic no longer part of Capitol Dental Care beginning January 1, 2013

Dear Member,

I'm writing to let you know that your dental clinic, Shoreview Dental Clinic, will no longer be part of your current dental plan, Capitol Dental Care.

To continue seeing your current dentist at Shoreview Dental Clinic, you must change your dental plan to Advantage Dental or ODS Dental. We can help you do that.

If you want to stay with Capitol Dental Care, you don't need to do anything. Capitol Dental Care will help you find a new dentist; see more information below.

**Your dental benefits will stay the same. Your dentist may change.
You have a choice about who you see for your dental care.**

When this change is happening

January 1, 2013

More information about your choices

To continue seeing your current dentist at Shoreview Dental Clinic, you will need to change your dental plan to Advantage Dental or ODS Dental.

- Ask your caseworker or Oregon Health Plan Client Services about changing your current dental plan.
- We need to hear from you by Friday, December 14 so that we can enroll you in your new dental plan by January 1.

OR

If you want to stay a Capitol Dental Care member, you don't need to do anything.

- If we don't hear from you by Friday, December 14, you will stay enrolled in Capitol Dental Care. Capitol Dental Care will automatically send you information about your new dentist.
- If you want to choose your new Capitol Dental Care dentist yourself, please call Capitol Dental Care Member Services at 1-800-525-6800.

Whatever you choose, your family's dental care benefits will not change.

Questions?

Your care is important to us. If you have any questions or concerns, please call us. We want to make sure that you have the information you need to make this decision about your dental care.

- **Call OHP Client Services** for questions about this letter: 1-800-273-0557. They are here to help Monday through Friday, 8:00 a.m. to 4:55 p.m. (phone lines closed 12:30 to 1:30 p.m. daily).
- **Call your worker** if you need this letter in another language or another format, such as (but not limited to) large print, Braille, audio recordings, Web-based communications and other electronic formats.
- **Call Capitol Dental Care Member Services** at 1-800-525-6800 if you wish to change to a different Capitol Dental Care dentist or dental clinic.
- **For TTY service:** Dial 711.

Sincerely,

A handwritten signature in black ink that reads "Judy Mohr Peterson". The signature is written in a cursive style and is positioned above the printed name.

Judy Mohr Peterson
Oregon Medicaid Director
Oregon Health Authority