



**Division of Medical Assistance Programs**

**Information Memorandum  
Transmittal**

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**Authorized Signature**

**Number:** DMAP IM 14-022

**Issue Date:** 6/24/2014

**Topic:** Medical Benefits

**Subject:** Client announcements: Willamette Dental Group closing to OHP clients as a Dental Care Organization (DCO) effective August 1, 2014

**Applies to:**

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

**Message:** Effective 8/1/2014, Willamette Dental Group (WDG) will no longer be a DCO serving OHP clients. DMAP will send the following letters to 2 identified groups of WDG clients affected by this change:

- 1) Approximately 320 clients who have only one DCO in their area will be auto-enrolled effective 8/1/14. These clients can either go into the only DCO available or they can choose to go fee for service since the area is voluntary. Clients who choose to enroll in the DCO cannot later return to ffs.
- 2) Approximately 4200 clients in multiple counties who have more than one DCO available to them will be asked to choose a DCO and a new dentist. The attached chart of DCOs available by county went with the letter. Clients can find their own dentist or work with the DCOs to find a new dentist, and then call DMAP so that we can update our system. If clients do not call to report their choices, DMAP will auto-enroll into a DCO and the DCO will auto-enroll them with a dentist for 8/1/14 effective date.

Clients will receive new Coverage Letters showing the changes after 8/1. Clients with a choice of DCOs will be able to make a change within 30 days following receipt of their Coverage letter.

DMAP will process this change using Stop Reason RO-Rollover code.

**\*\*Remember to check the Managed Care→PMP Information screen at <https://mmis.oregonmmis.com> for the most current information\*\***

*If you have any questions about this information, contact:*

<b>Contact(s):</b>	Sarah G. Smith, Account Representative, DMAP		
<b>Phone:</b>	503-945-6831	<b>Fax:</b>	503-947-5221
<b>E-mail:</b>	<a href="mailto:sarah.g.smith@state.or.us">sarah.g.smith@state.or.us</a>		
<b>Contact(s):</b>	Cheryl Wood, Account Representative, DMAP		
<b>Phone:</b>	503-945-6250	<b>Fax:</b>	503-947-5221
<b>E-mail:</b>	<a href="mailto:Cheryl.a.wood@state.or.us">Cheryl.a.wood@state.or.us</a>		

June 27, 2014

Client ID:

### **Important change in your dental health care**

We are writing to let you know that beginning August 1, 2014, the dental care organization (DCO) Willamette Dental Group will no longer be available for Oregon Health Plan (OHP) clients.

This means that beginning August 1 you will be enrolled with a new DCO. This also means you will need a new dentist.

#### **Your OHP benefits will not change**

- Your Oregon Health Plan (OHP) benefits will stay the same.
- Your Medicare benefits and coverage will stay the same.

There is no change in the OHP benefits you currently receive. This will only change who you see for dental health care. You can help with a smooth transition by making some choices now.

#### **How to choose a new DCO and dentist**

You need a new DCO and a new dentist and you have options for how to do this now. The chart attached shows the DCOs that are available to you in your county. You can:

- Contact the DCOs to get more information to help you choose. You can also ask for their assistance in choosing a dentist. The DCOs can give you a list of dentists that they currently work with. You can choose a DCO and a dentist from their list.
- If you have a different dentist in mind, you can talk to your dentist and see if they work with one of the DCOs in your area and, if they do, choose a DCO that this dentist works with. Or, you can discuss with the DCOs about the possibility of them working with this dentist.

Either way, the dentist and DCO you choose must work together.

If you decide to contact dentists first, you must find one who can take new clients as of August 1. If you decide to contact the DCO first, they can tell you which of their dentists are taking new patients.

### **You've made your choices – what now?**

- Contact the DCO and dentist you choose. Once you have made your choices of a DCO and a dentist make sure they both know.
- Contact OHP Customer Service right away at 1-800-699-9075 (available from 7 a.m. to 6 p.m., Monday through Friday), so that we can update our system.

### **What happens after August 1?**

If you do not call OHP before August 1, we will auto-enroll you into a new DCO effective August 1. You will receive a new Coverage letter showing the new DCO. You will then have 30 days to change to a different DCO if you wish to do so.

If you have not contacted your new DCO with your choice of a dentist before August 1, the DCO will assign you a dentist and send you the information. You must have a dentist assigned before any dental care can be scheduled.

### ***Native Americans and Alaska Natives***

If you are a Native American or Alaska Native you do not have to enroll with any type of managed care plan. You can change your enrollment at any time by calling OHP Customer Service at 1-800-699-9075.

### ***Questions***

The following is a list of contacts if you have questions:

- Call OHP Customer Service at 1-800-699-9075 (available Monday through Friday, 7 a.m. to 6 p.m.) if you need this letter in another language or format, such as large print, Braille, audio recording, Web-based communications, and other electronic formats.
- Medicare recipients who receive benefits from Area Agency on Aging (AAA) or Aging and People with Disabilities (APD): Call your local branch office.
- Foster parents: Call your local Child Welfare office.
- For TTY service, dial 711.

- For questions about benefits, contact the Client Services Unit (CSU) at 1-800-273-0557, available Monday through Friday, 8:00 a.m. to 5:00 p.m.
- For questions about eligibility, contact OHP Customer Service at 1-800-699-9075, available Monday through Friday, 7 a.m. to 6 p.m.

## OHP dental care organizations (DCO) available by county

Contact the DCO for information about their plan. They can also help you find a dentist. Be sure to inform the DCO, dentist and OHP of your choices.

If you live in this County:	These DCOs are available:	DCO contact information
Benton	Advantage Dental Capitol Dental	1-866-268-9616 1-800-525-6800
Clackamas	Access Dental Advantage Dental Capitol Dental CareOregon Dental Family Dental Care Managed Dental	1-877-213-0357 1-866-268-9616 1-800-525-6800 1-888-440-9912 1-866-875-1199 1-800-538-9604
Clatsop	Capitol Dental ODS Dental	1-800-525-6800 1-800-342-0526
Columbia	Advantage Dental Capitol Dental ODS Dental	1-866-268-9616 1-800-525-6800 1-800-342-0526
Deschutes	Advantage Dental ODS Dental (except 97733, 97735)	1-866-268-9616 1-800-342-0526
Douglas	Advantage Dental	1-866-268-9616
Jackson	Advantage Dental Capitol Dental	1-866-268-9616 1-800-525-6800
Josephine	Advantage Dental Capitol Dental	1-866-268-9616 1-800-525-6800
Lane	Advantage Dental Capitol Dental ODS Dental	1-866-268-9616 1-800-525-6800 1-800-342-0526
Lincoln	Advantage Dental Capitol Dental	1-866-268-9616 1-800-525-6800
Linn* (see below)	Advantage Dental Capitol Dental ODS Dental (except 97759)	1-866-268-9616 1-800-525-6800 1-800-342-0526

Marion	Advantage Dental	1-866-268-9616
	Capitol Dental	1-800-525-6800
Multnomah	Access Dental	1-877-213-0357
	Advantage Dental	1-866-268-9616
	Capitol Dental	1-800-525-6800
	Family Dental Care	1-888-440-9912
	CareOregon Dental	1-866-875-1199
	Managed Dental	1-800-538-9604
Polk	Advantage Dental	1-866-268-9616
	Capitol Dental	1-800-525-6800
Tillamook**(see below)	ODS Dental	1-800-342-0526
Washington	Access Dental	1-877-213-0357
	Advantage Dental	1-866-268-9616
	Capitol Dental	1-800-525-6800
	Family Dental Care	1-888-440-9912
	CareOregon Dental	1-866-875-1199
	Managed Dental	1-800-538-9604
	ODS Dental	1-800-342-0526
Yamhill	Advantage Dental	1-866-268-9616
	Capitol Dental	1-800-525-6800
	ODS Dental	1-800-342-0526

\*Clients who live in Linn County with the following zip codes 97321, 97330, 97333, 97355, 97345, 97346, 97350, 97352, 97355, 97358, 97360, 97374, 97377, 97383, 97389, 97446, 97759, 97413 can choose to receive dental services fee-for-service also known as “open card” rather than enroll with a DCO.

\*\*All clients who live in Tillamook County can choose to receive dental services fee-for-service also known as “open card” rather than enroll with a DCO.

June 27, 2014

Client ID:

### **Important change in your dental health care**

We are writing to let you know that beginning August 1, 2014, the dental care organization (DCO) Willamette Dental Group will no longer be available for Oregon Health Plan (OHP) clients.

This means that beginning August 1 you will be enrolled with a new DCO. This also means that you will need a new dentist.

#### **Your OHP benefits will not change**

- Your Oregon Health Plan (OHP) benefits will stay the same.
- Your Medicare benefits and coverage will stay the same.

There is no change in the OHP benefits you currently receive. This will only change who you will see for dental health care. The following information can help you have a smooth transition.

#### **What you need to do**

- Choose a new dentist – You can either find a new dentist yourself or you can contact your new DCO and ask for help. If you find a dentist yourself, you must find one who can take new patients as of August 1 and who works with your new DCO. This takes time, so you will want to act quickly.
- If you contact your new DCO, they will give you a list of dentists they already work with and you can choose from their list. They can also tell you who is accepting new patients.
- Contact your new DCO with your choice of dentist before August 1.

After August 1 you will receive a new Coverage letter showing the new DCO. If you have not contacted your new DCO with your choice of dentist, the DCO will assign you a dentist. You must have a dentist assigned before any dental care can be scheduled.

This is a chart showing your county and the DCO available to you:

<b>If you live in this County:</b>	<b>You will be enrolled with this DCO:</b>	<b>DCO contact information:</b>
Douglas	Advantage Dental	1-866-268-9616
Tillamook	ODS Dental	1-800-342-0526

Clients who live in Tillamook County will have Oregon Dental Services (ODS) DCO available to them or they can choose to receive dental services fee-for-service, also known as “open card.” If you choose to be enrolled into the DCO, you cannot later return to fee-for-service.

Please contact OHP Customer Service at 1-800-699-9075 with your choice so we can update our system.

### ***Native Americans and Alaska Natives***

If you are a Native American or Alaska Native you do not have to enroll with any type of managed care plan. You can change your enrollment at any time by calling OHP Customer Service at 1-800-699-9075.

### ***Questions***

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- Foster parents: Call your local Child Welfare office.
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- For questions about eligibility, contact OHP Customer Service at 1-800-699-9075, available Monday through Friday, 7 a.m. to 6 p.m.