



# **ODS Community Dental Member Handbook**

09/2020

You can get this document in a different language, large print, electronic or audio format, or braille.

To get a different format for free, call ODS Community Dental at 800-342-0526 (TTY/TDD 711).

If you need an interpreter for an appointment, you can get one for free. Call your dentist's office to ask for an interpreter.

### **Spanish**

Usted puede obtener este documento en diferentes idiomas, impreso en letra más grande, en formato electrónico o en audio. Para tener acceso a otro formato de manera gratuita, llame a ODS Community Dental al 800-342-0526 (TTY/TDD 711).

Si usted necesita un intérprete para su cita, se le proporcionará uno de manera gratuita. Llame a la clínica dental y solicite tener un intérprete.

### **Russian**

Данный документ можно получить на другом языке, напечатанный крупным шрифтом, в электронной форме, в виде аудиозаписи или напечатанный шрифтом Брайля. Для бесплатного получения данного документа в другом формате свяжитесь с организацией «ОДС комьюнити дентал» (ODS Community Dental) по телефону 800-342-0526 (телетайп для лиц с нарушениями слуха/речи: 711). Если для визита к врачу вам необходим переводчик, такую услугу вы можете получить бесплатно. Обратитесь в офис своей стоматологической клиники, чтобы запросить услугу перевода.

### **Vietnamese**

Bạn có thể nhận tài liệu này bằng một ngôn ngữ khác, bản in khổ lớn, bản điện tử hoặc âm thanh, hoặc chữ nổi. Để nhận tài liệu bằng một định dạng khác miễn phí, hãy gọi cho ODS Community Dental theo số 800-342-0526 (TTY/TDD 711). Nếu bạn cần một thông dịch viên cho cuộc hẹn, chúng tôi có thể cung cấp miễn phí. Hãy gọi cho văn phòng nha sĩ của bạn để yêu cầu thông dịch viên.

## Arabic

يمكنك الحصول على هذه الوثيقة بلغة مختلفة، أو بخط كبير، أو بنسق إلكتروني أو صوتي، أو مكتوبة بلغة برايل. للحصول على نسق مختلف مجاني، يُرجى الاتصال بمركز خدمات الأسنان ODS Community Dental بأوريغون على الرقم 800-342-0526 (الهاتف النصي/جهاز الاتصالات الكتابي للصم والبكم 711). إذا كنت بحاجة إلى مترجم فوري لحضور موعدك، يمكنك الحصول عليه دون تحمل أي تكاليف. يُرجى الاتصال بمكتب طبيب الأسنان الخاص بك لطلب الاستعانة بمترجم فوري.

## Traditional Chinese

您可獲取本文檔的不同語言版本、大字版、電子版或音訊版或盲文版。如需免費獲得其他格式的文檔，請致電 800-342-0526 (TTY/TDD 711) 聯繫 ODS Community Dental。如需口譯員協助預約事宜，我們可為您免費提供。請致電您的牙醫診所，以尋求口譯員協助。

## Simplified Chinese

您可获取本文件的不同语言版本、大字版、电子版或音频版或盲文版。如需免费获得其他格式的文件，请致电 800-342-0526 (TTY/TDD 711) 联系 ODS Community Dental。如需口译员协助预约事宜，我们可为您提供。请致电您的牙医诊所，以寻求口译员协助。

## Somali

Waxaad dhokomentigan ku heli kartaa luqad kale, far waaweyn, qaab elektroonik ama maqal ah, ama braille (farta indhholaha). Si aad bilaash ahaan ugu hesho qaab kale, ka wac Caafimaadka Ilkaha Dadweynaha CDS 888-342-0526 (TTY/TDD 711). Haddii aad ballanka u baahan tahay turjumaan, waxaad bilaash u heli kartaa mid. Wac xafiiska dhakhtarkaaga ilkaha si ad u hesho turjumaan.

# Welcome to ODS Community Dental

## About us

ODS Community Dental (ODS) is your dental plan with the Oregon Health Plan (OHP).

We work with OHP to coordinate your dental care. As your dental plan, we are here to help make sure you understand your benefits and get the dental care you need.

### Call ODS Community Dental to:

- Get help finding a dentist
- Learn about your dental benefits
- Ask questions about your dental plan

Call OHP customer service at 800-699-9075 (TTY 711) if you:

- Change your address, email address, phone number, or name
- Become pregnant or have a baby

Call OHP Client Services at 800-273-0557 (TTY 711) if you:

- Need a new Oregon Health ID card or client handbook

## ODS Community Dental Customer Service

[www.odscommunitydental.com](http://www.odscommunitydental.com)

Portland: 503-243-2987  
Toll-free: 800-342-0526  
TTY/TDD: 711

Our office is located at:  
10505 SE 17<sup>th</sup> Ave.  
Milwaukie, OR 97222

Our office is wheelchair accessible.

Open Monday – Friday  
7:30 a.m. to 5:30 p.m.

My primary care dentist is:

Name: \_\_\_\_\_

Phone: \_\_\_\_\_

Address: \_\_\_\_\_

Office hours: \_\_\_\_\_

Notes: \_\_\_\_\_

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# Getting started

## What is the Oregon Health Plan (OHP)?

The Oregon Health Plan (OHP) is a health care program for people in Oregon with low-income. The state of Oregon and the US government Medicaid program pay for it. OHP pays for doctor visits, prescriptions, hospital stays, and addiction help. It also pays for dental care and mental health services. If you qualify, OHP can give you hearing aids, medical equipment, home health care, and rides to appointments.

You may have heard of similar programs in other states with different names. In Washington their program is called Apple Health and in California it's called MediCal.

## ODS Community Dental member handbook

This handbook has important information. It tells you how to get the dental care you need with ODS. Please read it and keep it in a safe place.

If you need another handbook, we can send you one for free. Call ODS at: 800-342-0526 (TDD/TTY: 711). You can also get this handbook online at: [odscommunitydental.com](https://odscommunitydental.com)

When this handbook says, "ODS," "we," "us," and "our," it means ODS Community Dental.

## OHP member handbook

You can also get a member handbook from the Oregon Health Plan (OHP). The OHP member handbook has information about OHP medical, dental, and behavioral health care coverage. It has helpful information that this handbook might not have.

To get an OHP member handbook, call OHP Client Services at 800-273-0557 (TTY/TDD 711).

The OHP member handbook is also available online at: [oregon.gov/oha/HSD/OHP/Pages/Benefits.aspx](https://oregon.gov/oha/HSD/OHP/Pages/Benefits.aspx)

## Your ODS Community Dental ID card

When you become an ODS member, we will send you an ODS ID card. Take this card with you when you go to the dentist. If you lose your ID card, or need a new one, call ODS at: 800-342-0526 (TDD/TTY: 711).

You can still go to the dentist before you get your ID card. ODS will still pay for covered services. Call us and we can help you find a dentist and get you the care you need.

## Your Oregon Health ID card

You will also get an ID card from the Oregon Health Plan. This is called your Oregon Health ID card. Take this card with you when you go to the dentist. If you lose your Oregon Health ID card, or need a new one, call OHP Client Services at 800-273-0557 (TTY/TDD 711).

## OHP coverage letter

OHP will send you a coverage letter for everyone in your household. This letter tells you your:

- Worker's name and phone number
- Benefit package
- Managed care enrollment information

This letter is for your records. You should keep it in a safe place. You do not need to take it with you to your appointments.

You will get a coverage letter for these reasons:

- When you first join OHP
- If there are changes to your OHP benefits
- When you have changes to your name or household members.

This letter might look the same each time, except where it says "Reason for the Letter."



# Getting dental care

Going to the dentist regularly is an important part of staying healthy. For most people, that means getting a dental cleaning once a year. It also means getting a routine exam once a year. Your dentist can tell you if you need to go more often.

## Step 1: Find a primary care dentist (PCD)

The first step to dental care is finding a primary care dentist. This is the dentist you usually go to. They help take care of your teeth and gums. Your dentist will help you with:

- Routine and primary dental care
- Dental emergencies
- Getting specialty care if you need it
- Dental prescriptions
- Keeping track of your dental records

To find a primary care dentist, you can:

- Call ODS at: 800-342-0526 (TTY/TDD: 711).
- Use the Provider Search tool on our website at: [odscommunitydental.com](https://odscommunitydental.com)
  - For instructions on how to use this tool, see page 11 of this handbook.

If you already have a dentist, please call ODS. You can ask to be assigned to that dentist if they work with ODS. You can also call ODS to get a free printed copy of our provider directory.

## Step 2: Make an appointment

Once you know who your dentist is, call them to make an appointment. Tell them that you are an ODS member and have picked them as your dentist. Do not wait until you are in pain to make an appointment.

When you call your dentist:

- Ask what their office hours are
- Ask what their missed appointment rule is
- Let them know if you need an interpreter for your appointment. They can help schedule one for free.

If you need help getting to your appointment, you might be able to get a ride for free. To find your local ride service, go to [ohp.oregon.gov](https://ohp.oregon.gov) and click “Rides to Appointments.”

### Step 3: Gather important documents

Be prepared for your dental appointment. Remember to take these things to your appointment:

- Your ODS Community Dental ID card
- Your Oregon Health ID card

Before your appointment, write down:

- Questions you have for your dentist
- History of family health problems
- Prescriptions, over-the-counter drugs, vitamins, or supplements you take

### Step 4: Go to your appointment

- Keep your dental appointments. If you can't make it to your appointment, call your dentist as soon as you can. They can help you reschedule.
- Know your rights. As an OHP and ODS Community Dental member, you have member rights and responsibilities. Read through this ODS member handbook and your OHP member handbook to learn more.

#### **Need to see a dentist sooner?**

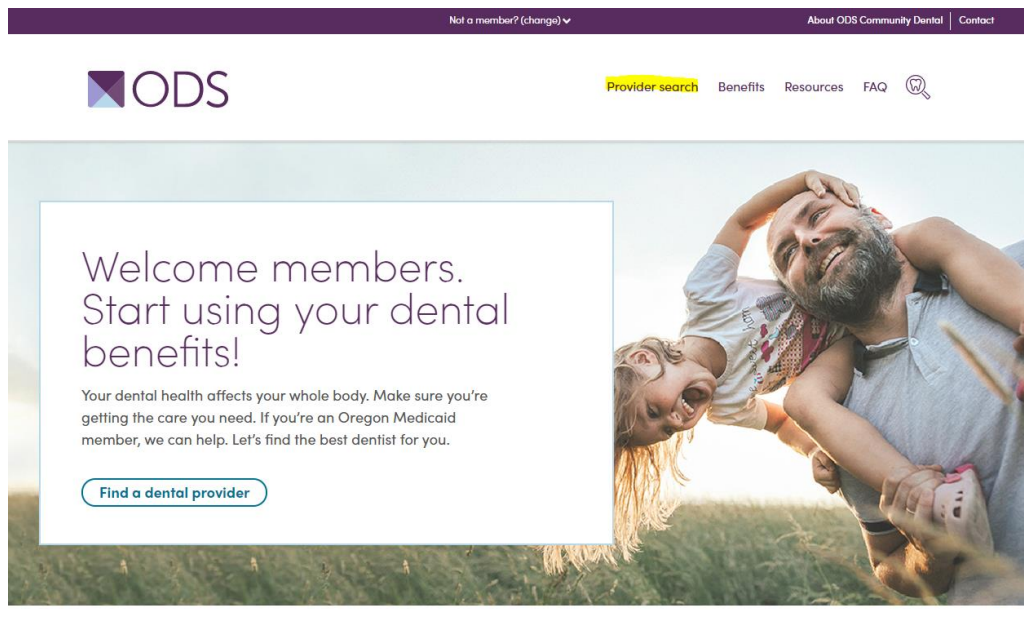
If you are new to ODS and haven't gotten your ID cards yet, you can still go to the dentist. Call ODS customer service at 800-342-0526 (TDD/TTY: 711). We can help you find a dentist and get you the care you need. We can help you get any services and supplies that you may need.

## How to find a dentist on our website:

- Go to [odscommunitydental.com](https://odscommunitydental.com) and click “Provider search” on the top of the home page.
- Scroll down and click the “Find a dentist” button. This will open our provider search tool so you can find a dentist near you.
- Under “Specialty,” pick “General Practice.”
- Type in your zip code and select the distance you want from the drop-down list (for example, 10 miles).
- Check the box that says “Accepting new patients” and click “Search.”

This will bring up a list of dentists close to your zip code. For more information about each dentist, click on “See details” at the bottom corner of each dentist’s listing.

Once you find a dentist, call them to schedule an appointment. Let them know that you are an ODS Community Dental member and are picking them as your primary care dentist.



# Take control of your care

## Get language and interpreter help

It is your legal right to have an interpreter at any of your medical, dental, mental health, and substance use appointments. If you need an interpreter for yourself, or someone you are going with, you can get one for free. You can also get a phone interpreter to help you make an appointment.

This is a free service for ODS members.

When you call to schedule your dental appointment, let your primary care dentist's office know that you would like an interpreter. Let them know what language you need or if you need a sign-language interpreter.

You can also ask for written materials in other languages or another format (large print, audio, accessible electronic formats, and other formats). If you need any of these services, call ODS Community Dental customer service at: 800-342-0526 (TDD/TTY: 711).

## Get a new dentist

You can change your dentist up to two times a year. If you want a new dentist, we can help. You can also use our website's provider search tool to find a new one. If you want a paper copy of our provider directory, call us. We can send you one for free.

Each person in your family with ODS Community Dental can pick a dentist. Your family can go to the same dentist or each person can have their own. It's up to you.

## Ask for a second opinion

If you would like to get a second opinion on your dental care, you can ask to see another dentist for free. This is your right as an Oregon Health Plan (OHP) member. There are no negative consequences if you ask for a second opinion.

To ask for a second opinion, call ODS Community Dental customer service at: 800-342-0526 (TDD/TTY: 711).

After you ask for a second opinion, we will work with you to make sure you can see another dentist. If there is not an ODS dentist available, we will find one outside of our network. You will not have to pay.

# Getting care in the right place

## After-hours dental care

Your dentist can help you get urgent and emergency dental care, even if their office is closed. Call your dentist if you have an emergent or urgent dental care need.

If you get an answering machine, leave a message with details about your issue. You will get a call back. You might also get instructions for how to talk to your dentist in an emergency.

If you need urgent or emergency care, you will get advice, a referral, or treatment right away. For routine advice or to make an appointment, call your dentist when their office is open.

## Urgent dental care

An urgent dental condition is something that needs to be taken care of soon but is not an emergency. Examples of urgent dental conditions include:

- A toothache
- Swollen gums
- A lost filling

Urgent conditions are treated within a week or as indicated in your screening. When you call or visit your dentist, they will tell you how soon you need to be seen. They will then help you make an appointment.

## Emergency dental care

You can call your dentist at any time (day or night) if you have a dental emergency. You do not need permission from ODS before seeing your dentist.

A dental emergency needs treatment right away. For example, an emergency can be:

- A knocked-out tooth
- Severe swelling or infection in your mouth
- Severe tooth pain (pain that doesn't let you sleep or that does not stop when you take over-the-counter medicine like aspirin or Tylenol)

## Emergency dental care when away from home

If you are far away from home and have a dental emergency, try to call ODS before you get care.

If you get emergency dental care when far away (out of the area), ask the dentist that you saw to send us a bill with details and chart notes. These documents show us that you had a dental

emergency. These documents also tell us that an ODS dentist was not able to give you dental care. We might be able to pay for your emergency care if it is a service that OHP pays for.

If you need care after your emergency, call your dentist. ODS will NOT pay for follow-up care if it is out of the area.

## Referrals for specialty care

If you think you need to see a provider other than your primary care dentist, ask your dentist first. They will tell you if you need to see someone else (like a specialist). Your dentist can then write you a referral.

## Prior authorizations

A prior authorization is a document that says ODS will pay for a service. Some plans and services require one before you get a service. ODS does not ask for prior authorizations for any dental services.

## Covered dental benefits

The benefits in the chart below are available to most members. For us to pay for a service, you need to be seen by an ODS provider. If your benefits change, we will tell you 30 days before the changes start or as soon as we can.

To find out if you can get a certain benefit, call ODS customer service at: 800-342-0526 (TDD/TTY: 711).

Dental service	Pregnant women and members under 21	All other adults
<b>Routine and preventive</b>		
Routine exam	Twice in 12 months	Twice in 12 months
Routine cleaning	Twice in 12 months	Twice in 12 months
Fluoride	Twice in 12 months	Twice in 12 months
Routine bitewing x-rays	Once in 12 months	Once in 12 months
Full mouth x-ray	Once in 5 years	Once in 5 years
Sealants	15 or younger, molars only, once in 2 years	No
<b>Emergency</b>		
Emergency exam	Yes	Yes
Emergency x-rays	Yes	Yes
<b>Restorative</b>		
Amalgam fillings	Yes	Yes
Composite fillings	Yes	Yes
Retreat root canal therapy	For anterior teeth	For anterior teeth
Root canal therapy	For anterior, bicuspid and 1 <sup>st</sup> and 2 <sup>nd</sup> molar teeth for members age 20 and younger	For anterior and bicuspid teeth <b>(no molars)</b>

Dental service	Pregnant women and members under 21	All other adults
	For anterior, bicuspid and 1 <sup>st</sup> molar teeth for pregnant members age 21 and older	
Stainless steel crowns	For posterior teeth, once in 5 years	For posterior teeth, once in 5 years
Permanent crowns	Anterior teeth only (6, 7, 8, 9, 10, 11, 22,23,24,25,26 & 27)  Limit 4 teeth in 7 years	No
Partial dentures	If missing 1+ anterior or 6+ posterior teeth	If missing 1+ anterior or 6+ posterior teeth
Partial denture replacement	Once in 5 years	Once in 5 years
Complete and immediate dentures	If over 16 years old, once every 10 years.  If you have a partial, a complete denture is covered only if it has been 5 years since receiving the partial.	If over 16 years old, once every 10 years.  If you have a partial, a complete denture is covered only if it has been 5 years since receiving the partial.
<b>Extractions</b>		
Extraction of teeth that are abscessed or causing severe pain or swelling of face & gums	Yes	Yes



# Other important information

## Paying for care

When you call your dentist's office to make your first appointment, tell them that you are an ODS Community Dental member.

ODS does not charge you a copay for your dental visit. A copay is an amount of money that a person must pay themselves to get health services. Oregon Health Plan (OHP) members do not have copays. Sometime private health insurance and Medicare have copays.

If your dentist asks you to pay a copay for your visit or a service, don't pay it. Ask your dentist to call ODS customer service at: 800-342-0526 (TDD/TTY: 711).

If your dentist sends you a bill, don't pay it. Call ODS customer service right away.

## Exceptions

Most of the time you will not have to pay any bills for dental care. However, you will have to pay if:

- You get dental care outside of our area and it is not an emergency.
- You choose to get dental care that your dentist and ODS told you we do not pay for.  
If you want to get care that we do not pay for, your dentist must:
  - Tell you how much each service will cost and how much you will have to pay.
  - Ask you to sign a form from OHA that says that you were told this information. This form also says that you agree to pay for the services that we do not pay for.
  - Give you this information in your primary language.

## Missed appointments

If you can't go to your appointment, call your dentist as soon as you can. They can help you make a new appointment. If you miss too many appointments, your dentist can dismiss you from their office. This means you will have to find a new dentist. Ask your dentist what their missed appointment policy is.

## Changes to your address or phone number

If you move or change your phone number, tell both your dentist's office and OHP customer service. This is to make sure you keep getting important information from OHP and ODS.

## Change your dental care plan (member disenrollment request)

Oregon Health Plan (OHP) members can ask to change plans at certain times. If it is approved, the change will start on the first of the month after DHS approves it. To change plans, call OHP customer service at: 800-699-9075

## Losing coverage (plan disenrollment request)

You can lose your coverage with ODS Community Dental for several reasons. This includes:

- Losing your eligibility through the Oregon Health Plan (OHP)
- Moving out of the ODS Community Dental service area
- Committing fraudulent or illegal acts
- Being abusive to staff or property

## Dental case management

The ODS dental case management team helps our members get the care they need.

We work with our dentists and physical and behavioral health partners to:

- Coordinate specialty care for members that have special needs
- Help members get care
- Share oral health information with our members
- Help members understand and use their dental benefits
- Tell members about resources in the community
- Help members manage their oral health

If you need extra help managing your oral health, call ODS customer service at 800-342-0526. They will help connect you with our dental case management team.

## Non-emergency transportation

If you need help getting to your appointment, you might be able to get a ride for free. To find your local ride service, call ODS Community Dental customer service at: 800-342-0526 or visit: [oregon.gov/oha/HSD/OHP/Pages/NEMT.aspx](https://oregon.gov/oha/HSD/OHP/Pages/NEMT.aspx)

## If you become pregnant

If you become pregnant, call OHP customer service at: 800-699-9075 right away. They will make sure that you do not lose your coverage.

If you are pregnant, or think you might be, it is important that you see a healthcare provider right away. Regular check-ups are important for your baby's health.

Call OHP customer service or your DHS caseworker as soon as your baby is born. They will help get your baby enrolled with OHP.

## Help quitting tobacco

If you need help quitting tobacco, you can get help for free. All Oregon Health Plan (OHP) members can get help through their OHP medical plan. Call your primary care provider or your OHP medical plan's customer service line. Tell them you want help to quit tobacco.

The Oregon Quit Line is also available to help.

Call: English: 800-QUIT-NOW (800-784-8669)

Spanish: 855-DEJALO-YA (855-335-35692)

TTY: 877-777-6534

Or visit: [QuitNow.net/Oregon](http://QuitNow.net/Oregon)

## Advance directives

You have the right to make decisions about your own care. This includes the right to accept and refuse treatment.

If you are awake and alert, your providers will always listen to your wishes. If you get sick or injured, you may not be able to tell your doctor and family members what care you want to get. Oregon law allows you to state your wishes in advance, before you need that kind of care. The form for this is called an advance directive. It is also called a living will. You have the right to fill out an advance directive if you want one.

Filling out an advance directive is your choice. You can choose to fill out and sign or not fill out the form. Your coverage and access to care will stay the same either way.

If you don't have an advance directive, your providers may ask your family what to do. If your family can't or won't decide, your providers will take the usual steps in treating your conditions. You can get an advance directive form at most hospitals and from many providers. You also can find one online at: [healthcare.oregon.gov/Pages/index.aspx](http://healthcare.oregon.gov/Pages/index.aspx)

If you write an advance directive, be sure to talk to your providers and your family about it and give them copies. They can only follow your instructions if they have them. If you change your mind, you can cancel your advance directive anytime. To cancel your advance directive, ask for the copies back and tear them up, or write "cancelled" in large letters, and sign and date them.

If you feel the instructions in your advance directive have not been followed, you may file a complaint with the agency below:

Oregon Public Health Division  
Health Care Regulation and Quality Improvement  
P.O. Box 14450 Portland, OR 97293  
Phone: 971-673-0540; Fax: 971-673-0556  
Email: [mailbox.hclc@state.or.us](mailto:mailbox.hclc@state.or.us)

Information on the complaint process and complaint forms is available at this website:  
[healthcare.oregon.gov/Pages/index.aspx](http://healthcare.oregon.gov/Pages/index.aspx)

An Oregon non-profit called Oregon Health Decisions can give you more information about advance directives. Visit: [oregonhealthdecisions.org](http://oregonhealthdecisions.org) or call: 503-692-0894 or 800-422-4805

## Privacy and confidentiality

At ODS, we respect the privacy of your protected health information. We will make sure that it is kept private in a responsible way. Protected health information includes any information about your care that can show that you are the one getting services.

We keep all your information private. This includes:

- The information ODS has
- What is written in your dental office record
- Anything you talk about with your dentist, their staff, and ODS

A law called the Health Insurance Portability and Accountability Act (HIPAA) protects your medical records and keeps them private. A document called Notice of Privacy Practices explains your right to keep your personal information private. It also talks about how your personal information is used. To get a copy, call ODS customer service at 800-342-0526.

## Fraud, waste, and abuse

At ODS, we are committed to preventing fraud, waste, and abuse. Fraud, waste, and abuse affect all of us. They also increase the cost of health care.

- **Fraud** is when someone knows that they are doing something dishonest to make more money. This could be a doctor charging someone for a service they did not get. It could also be someone using an ID that is not theirs to get OHP benefits.
- **Waste** is when someone spends money or resources in a way that is thoughtless. This can include buying medical supplies or equipment that are not needed.
- **Abuse** is something that results in an unneeded cost. This can include charging for services that are not needed.

Please tell ODS Community Dental if you see or know about any fraud, waste, or abuse. The law protects people that report fraud, waste, and abuse. You cannot lose your job or coverage for reporting it. You also cannot be treated unfairly.

### To report fraud, waste, and abuse:

Call the ODS Fraud Hotline at: 855-801-2991. You do not need to tell us who you are.

### To report provider fraud:

Program Integrity Audit Unit  
3406 Cherry Avenue N.E.  
Salem, OR 97303-4924  
Phone: 888-372-8301  
Fax: 503-378-2577

### To report member fraud:

DHS Investigations Unit  
P.O. Box 14150  
Salem, OR 97309  
Phone: 888-372-8301  
Fax: 503-373-1525

## Getting copies of your dental records

Your provider will keep a copy of your dental record. This record lists:

- Your dental conditions
- Services provided
- Referrals

You have the right to ask for and get copies of your dental records. Your provider might charge a small amount to pay for the copies. You also have the right to ask that your records be fixed. Call your dental provider to ask for your records. If you need help getting a copy, call ODS customer service.

## Clinical practice guidelines

At ODS, we want you to get dental care that works. Our providers have all agreed to follow the same dental standards. These are called clinical practice guidelines. These standards make sure that the care you get is necessary and that it works. A quality group reviews these standards and changes them when needed.

To review our clinical practice guidelines, go to: [odscommunitydental.com](https://odscommunitydental.com).

## Provider payments (reimbursements)

You can ask us if we have any special ways of paying our dentists that could affect referrals and other services. Call ODS customer service for information about how we pay our dentists.

# Member rights and responsibilities

As a member of ODS Community Dental, you have the right to:

- Be treated with dignity and respect;
- Have providers that treat you the same as they would treat other people looking for health care benefits;
- Pick or change your dentist;
- Pick providers that are in non-traditional settings, if they are available in the network.
  - These providers should be available for families, diverse communities, and underserved populations;
- Get care coordination, transition planning, and other services from ODS;
- Get services in a language you understand;
- Get services in a way that respects your culture;
- Get help getting the care you need.
  - This includes health care, community and social support services, and statewide resources;
- Have access to a care team that meets your needs, including:
  - Qualified health care interpreters and advocates
  - Community health workers, peer wellness specialists, and personal health navigators;
- Get services that meet your cultural and language needs;
- Get help in places as close as possible to where you live or seek services;
- Have a stable relationship with a team that manages your care;
- Be actively involved in making your treatment plan;
- Talk honestly with your provider about getting the right medical treatment choices for your conditions;
  - This should be regardless of the cost of care or your benefit coverage
- Refer yourself directly to mental health, chemical dependency or family planning services.
  - You should be able to do this without a referral from a provider;
- Have a friend, family member or advocate with you when you need them;
  - This includes appointments, if it is within clinical guidelines;
- Not be discriminated in getting benefits and services to which you are entitled;
- Get equal access to the right treatment, services, and facilities
  - If you are under 18 years of age, this is regardless of your sex
  - It also includes homeless youth and those in gangs, as required by ORS 417.270;
- Be told information in a way you understand.
  - This includes information about your condition and covered and non-covered services.
  - This is so you can make an informed decision about proposed treatments;

- Agree (consent) to treatment or refuse services and be told what will happen because of that decision, except for court ordered services;
- Have written materials explained in a way that you understand, including:
  - Explanations about how coordinated care works
  - How to get services in the coordinated health care system;
- Get integrated, person-centered care and services. This can provide choice, independence, and dignity;
- Get the level of service that you expect and deserve, as approved by your providers;
- Get the services needed to diagnose your conditions;
- Get covered services under the Oregon Health Plan that meet generally accepted standards of practice and are medically appropriate;
- Get covered preventive services;
- Access urgent and emergency services 24 hours a day, seven days a week;
- Get a referral to specialty providers for appropriate covered services;
- Have a clinical record that lists conditions, services received, and referrals made;
- Have access to your own clinical record, unless restricted by statute;
- Ask for and get a copy of your dental records;
- Ask that your dental records be fixed or changed;
- Know that information in your medical record is confidential, with exceptions determined by law;
- Receive a notice that tells you how your health information may be used and shared;
- Decide if you want to give your permission before your health information can be used or shared for certain purposes;
- Get a report on when and why your health information was shared for certain purposes;
- Send a copy of your clinical record to another provider;
- Write a statement of wishes for treatment. This includes the right to accept or refuse medical, surgical, dental, or behavioral health treatment;
- Write advance directives and powers of attorney for health care established under ORS 127;
- Get written notices about your benefits, unless federal or state laws do not require them. This includes denials and changes in your benefits;
- Know how to make a complaint or appeal about care or your plan. You should also get a response;
- Ask for an administrative hearing;
- Get free interpreter services for your health care. Interpreters should be qualified or certified;
- Have information given to you in a way that works for you. For example, getting information in:
  - Other languages
  - Braille
  - Large print
  - Electronic format
  - Or other formats.

If you have a disability, we must give you information about your benefits in a way that is best for you;

- Get told in a timely manner if your appointment will be cancelled;
- Be free from any form of restraint or seclusion (isolation) that is not medically necessary.
  - These cannot be used by staff to bully or punish you.
  - Staff may not restrain or isolate you for their convenience.
  - You have the right to report violations to ODS Community Dental and to the Oregon Health Plan;
- Services after you visit an emergency department to help you get stabilized;
- Ask for and get information on ODS Community Dental's structure or operations;
- Ask for and get information about any ODS provider incentive plan;
- Get a second dental opinion;
- The availability of an OHP Ombudsperson. OHP Ombudspersons make sure OHP members get quality care. You can talk to an Ombudsperson if you have a concern about the services you get.



As an ODS Community Dental member, it is your responsibility to:

- Help choose a dentist if needed;
- Treat all ODS Community dental staff, providers, and clinic staff with respect;
- Be on time for your appointments;
- Call ahead of time to cancel an appointment;
- Call ahead if you expect to be late to your appointment;
- Get periodic health exams and preventive care from your primary care dentist (PCD);
- Use your PCD or clinic for diagnostic and other care;
- Get a referral to a specialist from your PCD before seeking care from a specialist, unless self-referral is allowed;
- Use urgent and emergency services appropriately and notify ODS within 72 hours of an emergency;
- Give accurate information for your clinical record;
- Help your provider get clinical records from other providers, which may include signing an authorization for release of information;
- Ask questions about conditions, treatments and other issues related to your care that you do not understand;
- Use information to make decisions about treatment before it is given;
- Help create a treatment plan with your provider;
- Follow prescribed, agreed-upon treatment plans;
- Tell providers that your healthcare is covered under the Oregon Health Plan before you get services;
- If your provider asks for it, show them your Oregon Health ID card;
- Call OHP customer service to tell them if:
  - You change your address or phone number
  - You become pregnant and when the baby is born
  - Any family members move in or out of your household
  - You have any other insurance available
- Help your health plan in getting any third-party resources that are available
- Reimburse the health plan for benefits it paid for an injury if you receive a settlement for that injury
- Bring issues, complaints or grievances to the attention of ODS Community Dental

# Complaints and appeals

At ODS Community Dental, we want to make sure you get the best care. But if you are not happy with any part of your dental care, you can file a complaint (sometimes called a grievance). You can also file a complaint if you are not happy with the service you receive from ODS.

If you asked for a service and it was denied, you can appeal that decision. If we look at your appeal and still do not agree to pay for a service, you can ask for administrative hearing.

ODS will not discourage you from making a complaint, filing an appeal, or asking for an administrative hearing. Your benefits will not be affected by any complaints you make.

## **Need help?**

ODS can help you with filling out forms or knowing what to do next. We can help you file a complaint, appeal or an administrative hearing.

You can also get help from OHP customer service at: 800-699-9075.

For more help, you can call the Public Benefits Hotline. They will give you advice and may represent you.

Public Benefits Hotline: 800-520-5292

*This is a program of Legal Aid Services of Oregon and the Oregon Law Center.*

You can also find legal aid information at: [oregonlawhelp.org](http://oregonlawhelp.org).

## **Definitions**

An **administrative hearing** is when you ask the Oregon Health Authority (OHA) to review a decision that was made about paying for a health care service. Hearings are held by an administrative law judge who is not part of ODS Community Dental or the Oregon Health Plan.

A **denial** is a decision to not pay for a service.

An **appeal** is when you ask us to change a decision you disagree with about a service your dentist ordered. You can write a letter or fill out a form explaining why we should change our decision; this is called filing an appeal.

**These are the steps in the complaint, appeal, and hearing request process:**

## Complaints

1. To file a complaint, contact ODS by telephone or in writing:

<b>ODS Community Dental</b>	Phone: 800-342-0526
<b>Attn: Appeal Unit</b>	(TDD/TTY: 711)
601 SW Second Ave.	Fax: 1-503-412-4003
Portland, OR 97204	

You can also file a complaint directly with the state of Oregon:

<b>Oregon Health Authority</b>	Phone: 503-947-2346
<b>Ombudsperson</b>	or 877-642-0450 (TTY: 711)
500 NE Summer St. NE, E17	
Salem, OR 97310-1097	

2. We will tell you within five (5) working days that we got your complaint. We will either:
  - a. Tell you our decision
  - b. Or let you know why it will take us longer to respond.
3. We will respond to your complaint within 30 calendar days of getting it.

If you are not happy with our answer to your complaint, you can file a complaint with the state of Oregon by writing to:

<b>Oregon Health Authority</b>	Phone: 503-947-2346
<b>Ombudsperson</b>	or 877-642-0450 (TTY: 711)
500 NE Summer St. NE, E17	
Salem, OR 97310-1097	

## Appeal

1. To file an appeal, call ODS customer service within 60 days of the date of the written denial. You can also file your appeal in writing by sending us a Medicaid appeal form or other written documentation. You should have gotten this form in the mail with your denial. If not, call us or write us:

<b>ODS Community Dental</b>	Phone: 800-342-0526
<b>Attn: Appeal Unit</b>	(TDD/TTY: 711)
601 SW Second Ave.	Fax: 1-503-412-4003
Portland, OR 97204	

2. We will finish the review and respond to your appeal within 16 calendar days. If we can't resolve your appeal within that time, you will get another letter explaining why it will take longer. Your appeal will be resolved within 14 calendar days of the date the original 16 calendar days ended.

If we do not meet the required time frames for processing your appeal or telling you it will take longer to process your appeal, you can ask for an administrative hearing.

If you think your problem is an emergency and cannot wait for a review, call or write to ODS. Ask us for an expedited or "rush" appeal. If we agree that your appeal is an emergency, we will respond to your request within 72 hours.

You may need to give ODS Community Dental your consent to investigate the appeal and request your medical records. All information about your appeal is kept private.

You have the right to keep getting services during the appeal process. However, you will have to pay for those services if the denial is upheld.

You have the right to have someone file an appeal and speak for you. Please give us the name of the person who will represent you in writing. This person can be your provider, with written consent.

## Administrative hearings

If you are not happy with the original decision or the appeal, you can ask for an administrative hearing from the Oregon Health Authority (OHA). Your provider can also submit a hearing request for you, with your written consent.

To ask for an administrative hearing, fill out the hearing form you got with your appeal letter. If you don't have it, you can call ODS, OHP Client Services, or your DHS caseworker to ask for one. Read the whole thing. This form explains the hearing process and how to ask for a faster hearing. Make sure to ask for the hearing within 120 days of the date of denial.

You have the right to keep getting services during the hearing process. If the appeal denial is upheld, then you will have to pay for those services.

**ODS Community Dental**  
800-342-0526  
(TDD/TTY: 711)

Monday through Friday  
7:30 a.m. – 5:30 p.m.

**OHP Client Services**  
800-273-0557  
(TDD/TTY: 711)

Monday through Friday  
8 a.m. – 5 p.m.

# Non-discrimination policy

ODS Community Dental follows federal civil rights laws. We cannot treat people unfairly or deny benefits to them because of their:

- Age
- Race
- Color
- National origin
- Religion
- Sex
- Sexual orientation
- Gender identify/orientation
- Protected veteran's status
- Marital or familial status
- Genetic information
- Disability

**Everyone has a right to get information in a way they understand.** This includes getting written material in other formats that work for you. This includes large print, audio, Braille, or other formats. If you don't speak or understand English, this also includes free interpretation services. You can also get written information and material in the language you speak.

**If you think we did not offer these services, or you feel discriminated, you can file a written complaint. Please mail or fax it to:**

*ODS Community Dental, Attn: Appeal Unit*  
601 SW Second Ave., Portland, OR 97204  
Phone: 800-342-0526 (TDD/TTY: 711), Fax: 1-503-412-4003

*U.S. Department of Health and Human Services Office for Civil Rights*  
200 Independence Ave. SW, Room 509F, HHH Building, Washington, DC 20201  
800-368-1019, 800-537-7697 (TDD)

[ocrportal.hhs.gov/ocr/portal/lobby.jsf](http://ocrportal.hhs.gov/ocr/portal/lobby.jsf)

Complaint forms: [hhs.gov/ocr/office/file/index.html](http://hhs.gov/ocr/office/file/index.html).

*Bureau of Labor and Industries (BOLI)*  
800 NE Oregon St., Suite 1045, Portland, OR 97232  
971-673-0761

[mailb@boli.state.or.us](mailto:mailb@boli.state.or.us)

## **We can help you file a complaint**

For help, call ODS customer service at: 888-788-9821 (TDD/TTY 711).