

Oregon Health Plan Dental Benefit System

Reference Guide for Care Coordinators

This is a guide for care coordinators who assist patients receiving dental benefits through dental care organizations (DCOs). All Oregon Health Plan members have dental benefits and PacificSource Community Solutions coordinated care organization (CCO) members receive dental benefits through the following DCO partners:

- Advantage Dental
- Capitol Dental Care
- ODS

Dental care organizations (DCOs) and CCOs

DCOs are important partners and a critical resource for CCOs and care coordinators. DCOs perform several functions for the Oregon Health Plan dental benefit on behalf of CCOs and the Oregon Health Plan. PacificSource DCO partners operate statewide and have robust, centralized case management and scheduling departments.

Determining a member's dental provider

CCOs assign members to DCOs. DCOs assign members to a dental provider or enable members to independently select dental providers within the DCO's network. Care coordination partners should call the DCO directly to determine a member's dental provider of record. PacificSource lists Member DCO assignment on the member's ID card. A member can view or print an ID card from our secure website: InTouch.PacificSource.com/Members/IDCard/Printable.

DCO Customer Service Contact Information:

Advantage Dental: **866-268-9631**

Capitol Dental Care: **800-525-6800**

ODS: **800-342-0526**

Timing requirements for dental providers

Be aware of the timing between scheduling appointments and connecting members with dental providers. Knowing the expected timeframes for getting in to see a dental provider can help you plan and set expectations. Dental providers are required to provide care within particular timeframes:

- Routine care for children and non-pregnant members – within 8 weeks
- Routine care during pregnancy – within 4 weeks
- Urgent care for pregnant members – within 1 week
- Urgent care for children and non-pregnant members – within 2 weeks
- Emergency care – within 24 hours

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Helpful contacts for care coordinators

Here are three ways for care coordinators to connect members with a dental provider.

1. Call PacificSource to confirm DCO assignment and help identify available dental providers.

Care coordinators can also access the dental provider directory:
ProviderDirectory.PacificSource.com/Medicaid.

PacificSource Customer Service: **800-431-4135**, TTY: 711. We accept all relay calls.

The Oregon Health Authority, Oregon Health Plan: **800-273-0557**

2. Call the DCO.

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Advantage Dental: **866-268-9631**

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3. Call DCO dental providers directly.

4. Call the Oregon Health Authority (fee-for-service members)

Some OHP members have dental benefits directly through the OHA, not the CCO.

The Oregon Health Authority, Oregon Health Plan: **800-273-0557**.

Tips to overcome obstacles to care

Never hesitate to contact DCO teams directly when faced with obstacles to care. Whether a care coordinator is unable to schedule a timely appointment or faces a provider who isn't accepting Oregon Health Plan patients, a challenge like this can be addressed through the support of DCO case management teams. Additional contact information:

- If you know the member's DCO, contact the DCO case management representative. Share the provider name, date, and summary of conversation and/or experience with the representative.

Advantage Dental

Dental Case Management Team: **866-930-5125**.

Contact: Shana Walen at **541-323-4630** or CaseManagement@AdvantageDental.com

Capitol Dental Care

Karen Del Rosal or Sarah Cleveland: **503-587-7162** or **800-525-6800**

CaseManagement@CapitolDentalCare.com, ClevelandS@InterDent.com or Delk@InterDent.com

ODS

Dental Case Management Team: **844-274-9124**

Contact: DentalCaseManagement@ModaHealth.com

- If you're unable to identify the member's DCO, contact PacificSource at **855-204-2965**, TTY: 711. We accept all relay calls.
- If you don't know if the member is enrolled with a CCO or with the Oregon Health Authority, contact PacificSource, the Oregon Health Authority, or any of the DCOs. All three sources should have the information you need. If the care coordination involves an Oregon Health Plan member, the DCO case management teams can work together to coordinate care.

All contacts are current as of January 2023.