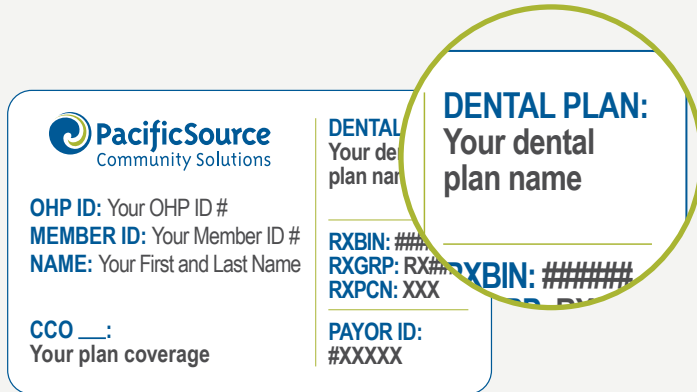


Your guide to dental care

Healthy teeth and gums are essential to maintaining your overall health. This is true for all ages and especially true for children, people who are pregnant, and people with diabetes or other chronic conditions. Your dental benefits can help you keep your teeth and gums healthy.

Smile, you're covered!



As a PacificSource Community Solutions member, you have dental benefits. You can find your dental plan on your PacificSource member ID card* next to the words "DENTAL PLAN."

Your dental plan will be with one of our three dental care organization (DCO) partners:

- Advantage Dental
- Capitol Dental Care
- ODS

Your dental plan will assign you a primary care dentist (PCD)—who you will go to for most of your dental care. You can change your PCD by contacting your dental plan and asking for help to choose a PCD that best meets your needs.

*Note: If you don't see a dental plan listed on your card, it means your dental benefits are managed by the Oregon Health Authority (OHA), and not PacificSource. You can contact OHA for more details at **800-273-0557**, TTY: 711.

The type of dental care you can expect

All of the dental plans above offer the same benefits, including:



Exams, X-rays, and cleanings



Sealants for members age 15 and younger



Fluoride treatments



Deep cleaning for gum disease



Fillings



Tooth removal

Dental plan preapproval is required for the following benefits.

These benefits are not available to everyone, some restrictions apply.



Partial or complete dentures



Crowns



Root canals



Orthodontics (braces) for members age 20 and younger

Know who to call, when

It can be challenging to know who to call for your specific dental needs. Here are some tips to help you decide.

Call your **dentist** when you:

- Want to set up a dental appointment
- Need an answer to a question about your dental health
- Need urgent or emergency dental care

Call your **dental plan** when you:

- Don't know your dentist's name
- Want to choose a different dentist
- Are having trouble setting up an appointment or cannot reach your dentist

Call **PacificSource** when you:

- Don't know your dental plan's name
- Want to change your dental plan

Contact information

Dental plans:

Advantage Dental: **866-268-9631**, TTY: 711

Capitol Dental Care: **800-525-6800**, TTY: 711

ODS: **800-342-0526**, TTY: 711

PacificSource Community Solutions:

800-431-4135, TTY: 711. We accept all relay calls.

PacSrc.co/medicaid-dental

How soon you can see a dentist

You may not be able to get an appointment with your dentist right away. Dentists are required to see you within specific timeframes, depending on your dental needs. Here are those timeframes that you can expect.

Dental need	Timeframe
Routine care	8 weeks
Routine care for pregnant people	4 weeks
Urgent care	2 weeks
Urgent care for pregnant people	1 week
Emergency care	24 hours

- Examples of **routine** care: exams, cleanings, and X-rays.
- Examples of **urgent** care situations: tooth pain, a broken tooth, and a lost crown or filling.
- Examples of **emergency** care situations: a tooth that has been knocked out, facial swelling, and gum bleeding that won't stop.

Important: If your dentist cannot meet these expected timeframes, please contact your dental plan for help getting care sooner.

You can get this document in another language, large print, or another way that's best for you. You can also request an interpreter. This help is free. Call 800-431-4135 or TTY: 711. We accept all relay calls.

Usted puede recibir este documento en otro idioma, impreso en una letra más grande o de otra manera que sea mejor para usted. También puede solicitar un intérprete. Esta ayuda es sin costo. Llame al 800-431-4135 o por TTY al 711. Aceptamos llamadas del servicio de retransmisión.