

Oregon Health Plan (OHP) 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 OHP members have dental benefits and PacificSource 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, the Oregon Health Authority (OHA), and care coordinators. DCOs perform several functions for the OHP dental benefit on behalf of CCOs and the Oregon Health Authority (OHA). PacificSource DCO partners operate statewide and have robust, centralized case management and scheduling departments.

Determining a member's dental provider

CCOs and the OHA 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. The member's ID card can also be identified via the PacificSource Community Solutions mobile app:

<https://communitysolutions.pacificsource.com/notices/mobile>.

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. Dental providers are required to provide care within particular timeframes:

- Routine care – within 8 weeks
- Routine care during pregnancy – within an average of 4 weeks
- Urgent care – within 1 week
- Emergency care – within 24 hours



Helpful contacts for care coordinators

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

1. Call the CCO or the OHA (fee-for-service members).

The CCO or the OHA can confirm DCO assignment and help identify available dental providers. Care coordinators can also access the dental provider directory:

<https://communitysolutions.pacificsource.com/search/dentist>.

PacificSource Customer Service: **(800) 431-4135**

The OHA Oregon Health Plan: **(800) 273-0557**

2. Call the DCO.

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3. Call dental providers directly.

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 OHP patients, a barrier-to-care challenge 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: Marissa Cann at **(541) 323-4627** or **casemanagement@advantagedental.com**

Capitol Dental Care

Karen Del Rosal or Lorena Martinez: **(503) 587-7162**

casemanagement@capitoldentalcare.com, **Martinezlo@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 the member's CCO or the OHA (fee-for-service). To reach PacificSource, call **(855) 204-2965**.
- If you don't know if the member is enrolled with a CCO or with the OHA, contact PacificSource, the OHA, or any of the DCOs. All three sources should have the information you need. If the care coordination involves an OHP member, the DCO case management teams can work together to coordinate care.