

Dental office *update*



Oregon | Summer 2018

Important reminder for patients who qualify for enhanced dental benefits

Delta Dental of Oregon patients who have qualified for enhanced benefits as part of the Health through Oral Wellness[®] program must have a reassessment of the same risk type submitted via PreViser every plan year to retain their enhanced benefits. If the patient does not have a reassessment within 14 months of their most recent assessment, they will resume their standard plan benefits and will need to requalify for enhanced benefits. A patient's tobacco cessation counseling enhanced benefit will end if a clinical risk assessment determines that they are no longer at high risk for oral cancer.

Billing for risk assessments

Assessment codes D0601, D0602 and D0603 are covered once every 12 months for ODS and Delta Dental of Oregon members. For Premier and PPO members, reimbursement depends on your Premier and PPO fees. For ODS members, reimbursement will be \$11.

Email opt-in

Remember to ask your patient if they would like to receive oral wellness messages from Delta Dental. These help explain what their risk levels indicate and provide steps they can take to improve their health while encouraging compliance with your recommended treatment plan. To opt-in, check the box under "Patient Engagement" in the patient's PreViser profile, then enter their email address.

Haven't registered for PreViser?

To sign up for a free PreViser account and help your patients qualify for extra benefits, please visit www.deltadentalor.com/oralwellness/providers/. Click on "Register now" or call our Health through Oral Wellness provider services line toll-free at 844-663-4433.

ADA announces new opioid policy

While Congress continues to work on curbing the opioid epidemic, the American Dental Association (ADA) has implemented a new Interim Board Policy on Opioid Prescribing. This policy demonstrates the ADA's commitment to help fight the country's opioid epidemic while managing patients' dental pain.

The policy states that the ADA supports:

- Mandatory continuing education in prescribing opioids and other controlled substances.
- Statutory limits on opioid dosage and duration of no more than seven days for the treatment of acute pain, consistent with the Centers for Disease Control and Prevention evidence-based guidelines.
- Dentists registering with and utilizing Prescription Drug Monitoring Programs (PDMPs) to promote the appropriate use of opioids and deter misuse and abuse.

Delta Dental of Oregon strongly supports this policy and encourages our dentists to register with

Intel patients have risk-based benefit

Intel Corporation adopted a risk-based approach to dental care on Jan. 1, 2018. Its Delta Dental PPO™ plan (group #05178, administered by Delta Dental of California) includes the following per calendar year for your Intel patients:

- One exam for adults at low risk for oral health problems
- Two exams for children up to age 14 and high-risk adults, including those who have had restorative, endodontic or periodontic treatment within the last three years
- Either two cleanings or up to four cleanings for patients with certain periodontal or chronic conditions

If you have questions, please call Delta Dental of California's customer service team at 888-335-8227.



New Arrow Dental Clinic opens in Milwaukie

Ensuring access to care for our Medicaid members in Oregon is a priority for ODS. We recognize the challenges inherent in being a Medicaid provider, and as our Medicaid membership continues to grow, we are aware of the burden that increased demand has on our valued network. To increase access and ease network pressure, we are pleased to announce that Arrow Dental has opened a third Medicaid clinic in Milwaukie.

Arrow Dental is centrally located within the Portland metro region to assist our community with their dental needs. To help increase dental utilization amongst our Medicaid membership, we have identified members who do not have an established dental home and have assigned them to Arrow Dental. We also sent a letter to them about their assigned dental home.

Honoring established dental homes is a priority for us. If your patient received an assignment letter from ODS or is showing the assignment to Arrow Dental in Benefit Tracker under "Group Limitations," please call us at 800-342-0526 to have the assignment corrected. For more information check out our [frequently asked questions](#).

Thank you for providing great care to our dental Medicaid members.

Cultural competency training for your dental office

Taking steps to improve communication and gain a better understanding of cultural differences can help strengthen relationships with patients. With an increasingly diverse OHP membership, it is important for dental professionals to be culturally competent healthcare providers. This includes the ability to deliver dental services that meet the social, cultural and linguistic needs of their patients.

You may recall our recent provider directory survey that contained a new question about cultural competency training. ODS is now required to note this information in the ODS dental Medicaid provider directory. In light of this new requirement this is a good time to pursue cultural competency training for your dental office.

For a list of OHA-approved cultural competency trainings, please see

http://www.oregon.gov/oha/OEI/Documents/CCCE%20Registry-Current_042718.pdf.

For another training option, please visit <https://oralhealth.thinkculturalhealth.hhs.gov/default.asp>.

Provider Handbooks

[Dentist Handbook \(PDF\)](#)

[OHP Dentist Handbook \(PDF\)](#)

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