



ODS DENTAL HEALTH COACHING PROVIDER FAQ

1. What is dental health coaching?

The ODS dental health coaching program is designed to help ODS members maintain or improve their oral health while dealing with common health conditions. Health coaches use motivational interviewing techniques that focus on self-management and education to engage members.

Dental health coaches support the patient-provider relationship by helping the member make oral health-related behavioral changes that have been recommended by their dental providers. Dental health coaches send updates to dental providers on their members' progress in coaching via provider reports starting when the member enrolls in dental health coaching and every six months thereafter.

2. How do members enroll in dental health coaching?

ODS identifies appropriate members through monthly dental claims analysis. Members who do not appear to have routine dental maintenance appointments or cleanings in at least twelve months are sent an invitation letter and survey. Members can return the survey or call an ODS dental health coach to initiate contact. Many employer groups also promote this program and other health coaching programs to their employees.

Dental providers are encouraged to refer members to dental health coaching by contacting the ODS Dental Care program at:

- Portland/metro: 503-948-5548
- Toll-free: 877-277-7281
- TTY number (for the hearing and speech-impaired): 711 800-433-6313
- Email: careprograms@odscompanies.com

In addition, ODS may reach out to the member's dental provider when a member may benefit from dental health coaching. If the provider returns the enclosed referral slip, ODS contacts the member to enroll.

3. How does dental health coaching work?

Over the phone or via email, the dental health coach uses motivational interviewing techniques to help the member pinpoint his or her oral health-related goals and behavioral changes. The member determines the frequency and mode of communication and works with the same health coach for the duration of enrollment.

4. Can a member refuse or delay enrollment?

ODS dental health coaching is completely voluntary. Members are informed when they enroll that they may discontinue, decline enrollment, or reenroll at anytime.

5. How much do dental health coaches know about members?

Dental health coaches get their information from members and their dental provider, with the member's verbal consent. Communication from dental providers is limited to information directly related to the member's oral health needs.

6. Do dental health coaches give medical advice?

Dental health coaches *do not provide medical advice or treatment* to members. Health coaches refer members back to their healthcare provider, urgent care or the emergency room when appropriate.

Dental health coaches provide support to the member between office visits based upon dental provider recommendations and in conjunction with guidance from the American Dental Association. Health coaches may also assist members with navigating myODS (the member online portal) and myHealth member tools to help promote an understanding of their role in their overall dental health and wellbeing.

7. What is the educational background of the ODS dental health coaches?

ODS dental health coaches are qualified staff hygienists from the ODS College of Dental Sciences who also concurrently practice.

8. What topics can the dental health coach discuss with the member?

Health topics discussed in an effort to develop and meet related oral health goals may include dental condition management (from self-reported data such as tobacco usage, history of diagnosed and treated conditions, the presence of bleeding gums, use of medication - both prescribed and OTC, as well as dietary practices), information about the associations between oral health and one's overall health, and dental disease risk and prevention.

9. What kinds of results can the member expect?

Dental health coaches help members examine and identify ways to improve health through behavioral change methods. With sustained participation and involvement, members can expect an improvement in oral health, increased confidence, lower dental utilization costs and overall accountability.