

For use by Community Partners

Question: What dental services are covered for members on Oregon Health Plan?

Answer: All Oregon Health Plan members, of any age, receive the following basic services:

Care to keep teeth healthy

- Cleaning and exam once a year
- X-rays
- Fluoride varnish (treatment that keeps teeth strong and healthy)
- Sealants for children and youth under age 16 (coating on back teeth to prevent decay)

Treatment for problems

- Fillings
- Extractions (having a tooth pulled)
- Dentures for youth over age 16 and adults
- Stainless steel crowns for back teeth (other crowns for children and youth under age 21 and pregnant women)
- Root canals on back teeth for children and youth under age 21

Emergency care

Help getting to dental appointments

There may be a limit on how often members can receive each service. Some CCOs may cover additional benefits. Members can call their CCO to learn more.

Question: Are braces covered?

Answer: Only in very limited circumstances (such as for cleft palate) and only for children. Members should contact their CCO to learn more.

Question: What additional dental benefits do children and pregnant women receive?

Answer:

- For most members, the only crowns covered are stainless steel on back teeth only. Other crowns are covered for pregnant women and for children and youth under age 21.
- Sealants are covered for children and youth under age 16.
- Root canals on back teeth are covered for children and youth under age 21.

Question: What dental benefits are available for people on CAWEM (Citizen Alien Waived Emergent Medical)?

Answer: Emergency dental care only. However, pregnant women with CAWEM Plus coverage receive the same dental coverage as other pregnant women on Oregon Health Plan.

Oregon Health Plan Dental Benefits

Answers to Frequently Asked Questions



Question: How can a member find and choose a dentist?

Answer: Members can contact their CCO and request a list of dentists near them who work with their CCO. If a member does not have a CCO, they can call the Nurse Advice Line at 800-562-4620.

Question: If a member already has a dentist, can they keep seeing that dentist?

Answer: Yes, as long as that dentist works with their CCO. The member should call their CCO to ask. If their dentist is not covered, the member can ask if it is possible to switch to another plan within the CCO that works with their dentist. If not, the CCO can help them find a new dentist.

Question: Can a member choose a dentist and make an appointment as soon as they're enrolled in Oregon Health Plan?

Answer: It's best to wait until they get their CCO card to choose their dentist and schedule cleanings and other care. New Oregon Health Plan members start with an Open Card (also called Fee-for-Service) for a short time before they get a CCO. Members can get urgent care while they have Open Card. If they need urgent dental care while on Open Card, ask them to call the Nurse Advice Line at 800-562-4620. The Nurse Advice Line will help the member find a dentist who accepts Open Card.

Question: If a member doesn't like their dentist, can they switch to a new one? How?

Answer: Yes. They should choose a new one from the list of dentists who work with their CCO, and then call the CCO and ask to change.

Question: If a member is assigned to a new dentist when they renew their coverage, can they switch back to their old dentist? How?

Answer: The member should talk to their CCO's customer service line to find out whether their old dentist works with the CCO, and ask how to switch back.

Question: If a member has a question about their dental coverage, whom should they call?

Answer: They should call their CCO's customer service line.

Additional questions for Oregon Health Plan members with Fee-for-Service (FFS, also called Open Card):

Question: Can a FFS member choose a dentist and make an appointment as soon as they're enrolled in Oregon Health Plan?

Answer: Yes. There is no waiting period.

Question: How can a FFS member find a dentist who takes FFS?

Answer: By calling the Nurse Advice Line: 800-562-4620.

Question: If a FFS member already has a dentist, can they keep seeing that dentist?

Oregon Health Plan Dental Benefits

Answers to Frequently Asked Questions



Answer: Yes, as long as that dentist accepts FFS. The member can call the Nurse Advice Line at 800-562-4620 to find out.

Question: If a FFS member doesn't like their dentist, can they switch to a new one? How?

Answer: They can change, at any time, to any dentist who takes Oregon Health Plan FFS members. If they need help finding a dentist that accepts FFS, they can call the Nurse Advice Line at 800-562-4620.

Question: If a FFS member has a question about their dental coverage, whom should they call?

Answer: Oregon Health Plan Client Services: 800-273-0557.

Last updated: February 14, 2018