


PLAN OPERATIONS	 From DentaQuest			
	<i>Policy and Procedure</i>			
	Policy Name:	Communication Services	Policy ID:	PLANCG-11
	Approved By:	Quality Assurance Performance Improvement Committee	Last Revision Date:	10/13/2021
	States:	Oregon	Last Review Date:	11/15/2021
Application:	Medicaid	Effective Date:	11/16/2021	

PURPOSE

To provide guidance for providers when enrollees need communication assistance.

POLICY

It is the Dental Care Organization’s (DCO’s) responsibility to provide communication services for enrollees who have various communication needs. When an enrollee notifies the provider that they need communication assistance, the provider can notify Member Services. The DCO will need the description of the type of communication assistance needed. For example; hearing and/or visual impairments or individuals with limited English speaking abilities.

Member Services will have someone on staff or a list of resources to find a qualified person to assist the enrollee with their communication needs if the following services are not available.

A. Telephone Services

1. Call the DCO at 1-866-268-9631 and a Member Services Representative will assist with the communication need; or
2. Call Passport to Languages at 800-297-2707 where you will be asked questions about the billing information. To avoid confusion we’ve listed the questions and answers for you below:

Q: Language needed?

A: Tell the operator what language you need interpreted, (e.g. Spanish, German, etc.).

Q: Organization Name you are calling from?

A: The organization name you would give is Advantage Professional Management

Q: What phone number?

A: (866)268-9631 Advantage Dental Services

B. Onsite “In-Person” Services

1. Call the DCO at 1-866-268-9631 prior to the appointment and a Member Services Representative will assist with the onsite interpreter need. (Note: Most interpreter services require 24-hour notice for scheduling. Please give the Member Services Department as much time as possible before the appointment to allow for scheduling.)
2. For ASL (sign language) only, call Passport to Languages at 800-297-2707
 - a. Call Language Line Solutions at 888-225-6056 where you will be asked questions about the billing information. To avoid confusion we’ve listed the questions you might be asked and provided the answers for you:

Q: Language needed?

A: Tell the operator what language you need interpreted, (e.g. Spanish, German, etc.).

Q: Organization Name you are calling from?

A: The organization name you would give is Advantage Professional Management

Q: What phone number?

A: (866)268-9631 Advantage Dental Services

Q: What is your Client ID?

A: 242242

Have the confirmation emailed sent to MemberServices@AdvantageDental.com

C. Video/Teleconference Services

Call the DCO at 1-866-268-9631 prior to the appointment and a Member Services Representative will schedule a video conference for the appointment. (Note: Please give the Customer Service Department as much time as possible before the appointment to allow for scheduling.

D. Electronic Communications

1. Enrollee information will not be provided electronically by the DCO unless all of the following are met:
 - a. The format is readily accessible;
 - b. The information is provided in an electronic form which can be electronically retained and printed;
 - c. The information is consistent with the content and language requirements for OHP enrollees;
 - d. The enrollee is informed that the information is available in paper form without charge upon request and is provided within 5 business days.

Revision History

Date:	Description
06/14/2012	Approval and adoption.
05/02/2014	Updates based on annual review.
12/01/2014	Updates based on CCO partner audit findings
02/23/2015	Updates based on annual review.
02/23/2016	Updates based on annual review.
02/14/2017	Updates based on annual review.
03/12/2018	Updates based on annual review.
04/23/2019	Updates based on annual review.
12/05/2019	Conversion to revised policy and procedure format and naming convention.
10/13/2021	Updates based on annual review.