

Hayden Family Dentistry Group, PC



Member Handbook 2007-2008

www.hfdg.com



Para nuestro miembros que hablan español: Si desea recibir este paquete en español por favor llama al: 1-888-468-0022.

INTERPRETER SERVICES:

Hayden Family Dentistry provides an interpreter service for all our members (language or sign). To help you set up the interpreter services you may call the toll free *Member Services Line* 1-888-468-0022 or 541-684-0400 or TTY 1-866-599-8657.

ALTERNATIVE FORMAT:

If you need this Oregon Health Plan Member Handbook or other informational materials in another form, such as:

- Other language;
- Large print;
- Computer disk;
- Braille;
- Audio tape;
- Oral presentation;

Please call our *Member Services Line* at 1-888-468-0022 or 541-684-0400 or TTY 1-866-599-8657 to request the format you need. You will not be penalized in any way for asking for this information.



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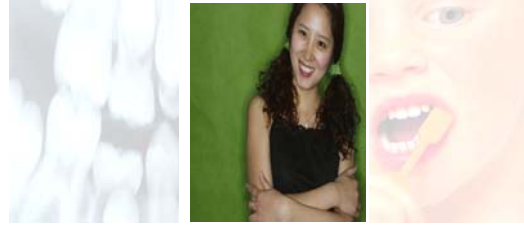
WELCOME TO HAYDEN FAMILY DENTISTRY GROUP, PC

Hayden Family Dentistry Group (HFDG) would like to thank you for choosing our dental group. Hayden Family dentists are committed to providing quality family dentistry to all of our Oregon Health Plan (OHP) members.

Hayden Family Dentistry has over 100 years of combined family dental experience. Beginning in the 1940s, Dr. Jess Hayden, Jr., brother to Cedric L. Hayden, was the first Hayden Family Dentist in Lane County. Dr. Cedric L. Hayden has over 40 years of dental experience, and Dr. Hayden's sons, Dr. Matthew J. Hayden, Dr. C. Ross Hayden, and Dr. Daniel R. Hayden continue in the family tradition of service to Oregonians.

It is important to the Hayden Family Dentistry Group that all of our members know about their dental care plan. This handbook includes information on how we can provide you with the best dental care. Please take a few minutes to read through the handbook to learn how to access dental health care.

How Hayden Family Dentistry Group Operates



OMAP Medical Care Identification (ID):

The Office of Medical Assistance Programs (OMAP) provides you with an OMAP Medical Care Identification form for each month you are eligible on the Oregon Health Plan (OHP). The OMAP ID lists your plan ID number and your Department of Human Services (DHS) caseworker's ID and phone number. **You must bring your current OMAP Medical Care Identification with you to every dental appointment.** Your OMAP Medical Care ID shows the dates you are covered for dental care. If your OMAP Medical Care ID is not up to date we may not be able to provide you with dental care. If you do not have a current OMAP Medical Care ID please contact your DHS caseworker.

Plan Identification Card:

You will also receive a Hayden Family Dentistry Group Identification (ID) Card. This card is for your convenience only and is not used for identification to receive services from Hayden Family Dentistry Group. It lists the HFDG Member Services number, and what to do in an emergency.

Confidentiality:

Your records are kept confidential by Hayden Family Dentistry Group, P.C., and comply with the federal regulations set forth in the Health Insurance Portability and Accountability Act (HIPAA). Information in your records will not be released without your prior consent, except as requested by DHS/OMAP.

How to Choose a Primary Care Dentist:

You may choose a Primary Care Clinic (PCC) from the list on page 13. You will need to choose the same clinic for all members of your family covered on the OHP. If you do not choose a PCC, one will be assigned for you. You may request a change of primary care clinics one time only by calling **1-888-468-0022**. Please provide a reason for asking for the change.

HFDG Primary Care Dentists:

Hayden Family Dentistry Group offers our OHP members nineteen (21) dentists who provide general dentistry. In addition to general dentistry, we also offer eleven (11) specialty dentists available for your special care needs. We also offer two (2) dentists specializing in hospital dentistry for procedures beyond routine dental treatment.

Getting Dental Care

Member Services:

For your convenience, an automated phone service is available to HFDG members toll free at **1-888-468-0022**. Upon calling the automated phone service you will be given prompts, please choose an option that best suits your needs. If you wish to make an appointment outside the Eugene area, you will be asked to enter your zip code. The location and phone number of the office nearest you will be provided for you to make an appointment or **you may call the clinic nearest your location directly at the phone number listed on page 13.**

For HFDG members living in the Eugene area, you may contact the automated phone service by dialing **541-684-0400** or **TTY 1-866-599-8657**.

Making Appointments:

- To make an appointment with a dentist in the Eugene area please call 684-0400, in all other areas, please call 1-888-468-0022 press option #1 and enter your 5 digit zip code to be transferred to the clinic closet to you.
- When calling for an appointment please have your OMAP Medical Care Identification available. Please give specific information about your dental needs and why you need to see the dentist. For example:
 - Routine dental care;
 - Preventive;
 - Follow up appointments;
 - Urgent and emergency dental care.



- You should make appointments for all of your family members who are covered by OHP.
- Remember to always have your OMAP Medical Care Identification available when making the appointment and when you come in for your dental appointment.
- If you are unable to keep your appointment, please call our office ***at least*** 24 hours in advance. This allows us to schedule another patient in that time slot.

Missed Appointments:

Hayden Family Dentistry understands that sometimes you may not be able to keep your dental appointments. If you are unable to attend your dental appointment, please make sure that you call the office and cancel your appointment 24 hours in advance. When you do not cancel your dental appointment we are unable to offer that time to another member.

Important to Note:

If you continually miss appointments without calling and canceling, Hayden Family Dentistry may request that OMAP dis-enroll you from our plan.

Getting Dental Care



Mobile Dental Office (MDO):

For members living in rural areas further than 60 miles from a physical office, Hayden Family Dentistry Group offers the convenience of bringing the office to you. We have a mobile dental office to service your dental treatment needs. HFDG's fully equipped Mobile Dental Office (MDO) travels to central and southern Oregon every three months. Routine dental care, preventive, restorative and emergency dental services you would normally receive at any of the HFDG's physical locations are also offered at the MDO. Our Member Service Representative will attempt to contact each member in the service area to schedule appointment when the MDO is in your area.

Exceptional Needs Care Coordination (ENCC):

Exceptional Needs Care Coordination assists the needs of members who are aged, blind, disabled or have special health care needs (i.e., special equipment or supplies). ENCC services help members who have a special need for additional support to coordinate their dental care. If you need assistance for any of these special circumstances, please call ***1-888-468-0022*** or ***541-684-0400*** or ***TTY 1-866-599-8657*** or the HFDG dental office nearest you.

Referral Services:

Hayden Family dentists provide most dental services, although there are some services that we do not offer to our patients, such as oral surgery. When your Primary Care Dentist (PCD) determines those services are appropriate, you will be referred to another dentist. We offer eleven (11) specialty dentists available for your special needs. We also offer two (2) dentists specializing in hospital dentistry. Referrals will be made on a case-by-case basis when your dentist feels it is necessary. When your PCD determines it is appropriate he/she will refer you to another dentist. A referral form with the specialist's name and phone number will be given to you by your PCD. You will be asked to make an appointment with the specialist and to take the referral form with you to your appointment.

Transportation Services:

If you need help in getting transportation to our office, call your DHS caseworker.

Getting Dental Care

If You Move:

If you move please do the following:

- Notify your Department of Human Services (DHS) caseworker of your move and address change;
- Notify Hayden Family Dentistry Group, P.C.

Emergency Dental Care:

Emergency Dental Care is covered 24 hours a day, 7 days a week. An emergency is a service that is needed immediately, or appears emergent because of an injury or sudden severe condition. Some examples of emergency situations are:

- Acute infection;
- Acute abscesses (blister on gum tissue);
- Severe tooth pain (pain that does not stop when you take over-the-counter drugs);
- Unusual swelling of the face and gums;
- Tooth being knocked out.

*Important to Note:
Do not go to a hospital emergency department without consulting your primary dentist because you may have to pay for the services.*



What To Do If You Have a Dental Emergency:

During office hours, call the HFDG office telephone number nearest you (listed on pages 13 of this handbook). After normal office hours and weekends, call **1-888-468-0022** or **541-684-0400** and **press option #6**.

You will be connected with the answering service operators who will take your message and forward it to the on-call dentist. The on-call dentist will call you back. If the dentist feels that hospital emergency room care is necessary, you will be told to go to the hospital.

Important to Note: We encourage you not to use the hospital emergency room for non-emergency treatment, such as a toothache or cavities.

Emergency Dental Care When You Are Away From Home:

If you are traveling outside Hayden Family Dentistry Group's service area and have an emergency, first contact our office. During office hours, call the phone numbers listed on page 13 of this handbook or call **1-888-468-0022** or **541-684-0400** or **TTY 1-866-599-8657** for after hours and weekends and **press option #6**.

Benefits and Services

OHP PLUS PLAN

Things to Remember:

- ✓ You need to choose your Primary Care Clinic (PCC) as soon as possible. After choosing your primary clinic you will become an established patient. After your first visit your dentist will continue to see you for routine dental care.
- ✓ Each person within your family will be assigned a primary dentist.
- ✓ You must only see your primary care dentist for dental care. If you see another dentist you may be denied services or you might have to pay for all of the services.
- ✓ If you need a specialist, your primary care dentist will be the one to refer you, but you must see your primary dentist first.

Choosing Your Primary Clinic:

When choosing your primary clinic you may look at the directory of clinics provided on page 13 of this handbook. It is important that you choose a clinic as soon as you can. You also want to make sure that your clinic is close to your home.

Your First Visit:

We encourage you to schedule your first appointment right away. During your first visit you might want to find out the office hours, what number to call for an appointment, and the number to call if



you have an emergency. Do not wait to see your dentist until you have a dental problem. When you choose your primary clinic please call that office. Let them know you are a member of Hayden Family Dentistry Group and an OHP Plus Plan member.

If You Need to Change Your Dentist:

If you need to change your primary care dentist please Call **1-888-468-0022 and select option #5**. If you move you may call the location nearest you and schedule an appointment. Please notify the clinic that you have been seen at an HFDG clinic previously and which dentist you were seeing.

Routine and Preventive Service:

Seeing your dentist regularly for check-ups helps your teeth stay healthy.

Dental services include:

- Examination;
- X-rays;
- Prophylaxis (cleaning);
- Fluoride treatment for all patients, adults and children;
- Complete treatment plans;
- Education and referral information for quitting tobacco.

Important to Note: At your first appointment you will be seen by the dentist for an examination, x-rays, and to set up a treatment plan for you. You will then schedule another appointment to have your teeth cleaned.

Benefits and Services

After Hours Dental Care:

If at anytime you have dental care that needs to be taken care of during the weekend or the evenings you need to contact your primary dentist. Your dentist will arrange for after hours care. If you need to reach your dentist after hours you can contact him/her at **1-888-468-0022** or **541-684-0400** and press **option #6**.

Important to Note: After hours care is only for urgent and emergency dental problems.

Urgent Dental Care:

Urgent Dental Care is dental care that does ***not require immediate treatment***. Examples of Urgent dental care are:

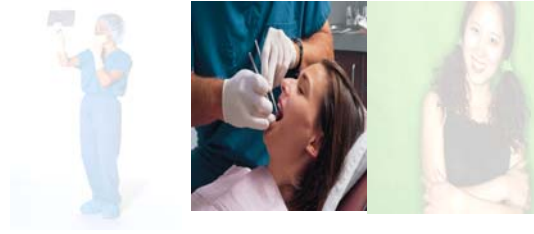
- Toothache;
- Swollen gums;
- Lost filling.

Hayden Family Dentistry offers an **Emergency Walk-in Clinic**, at our Eugene and Salem offices to serve your emergent or urgent dental needs.

Emergency Walk-in Clinic Availability:

- **Eugene-** Monday-Friday 7:30am
- **Salem-** Monday-Friday 7:30am

Each patient will be seen in the order of sign-in to the clinic. If you come in later we may not be able to care for your dental problem that day. ***(For our members with emergent or urgent dental needs who live outside the Eugene and Salem areas, please call the office nearest you).***



Important to Note: Do not go to a medical urgent care center unless you consult your primary care dentist because you may have to pay for the services.

OHP STANDARD PLAN

The Oregon Health Plan Standard Package is a limited benefit package. Services are covered only when you have a dental emergency.

Emergency Dental:

The OHP Standard Plan dental emergencies are:

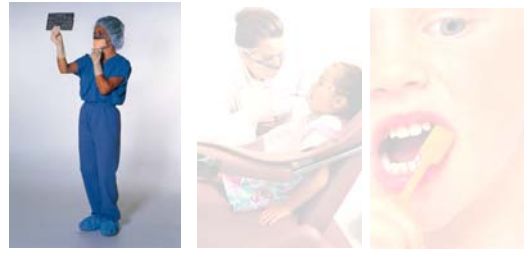
- A tooth that has been knocked out;
- Severe swelling, infection, in the mouth;
- Severe tooth pain that cannot be stopped with over the counter medication.

Covered Services:

The OHP Standard Plan covers ***only*** the following procedures:

- Emergency office exams;
- X-rays (***only x-rays of the affected area or tooth are covered***);
- Treating toothaches;
- Re-cementing loose caps;
- Temporary fillings;
- Extractions;
- Education and referral information for quitting tobacco.

Benefits and Services



Complaints and Appeals Procedures:

Hayden Family Dentistry wants our members to be satisfied with their dental care. If you have a complaint with any part of your treatment, please follow these steps:

1. Contact your dentist or Hayden Family Dentistry in person, by phone or in writing. We will research both dental and non-dental problems. We will contact you within five (5) working days and will provide you with a decision within thirty (30) days. All information about your complaint is confidential within HFDG, its providers, and DHS/OMAP. Please use the following address to send your complaint:

Hayden Family Dentistry Group, P.C.
Member Services
1740 W. 17th Street
Eugene, OR 97402

Member Services: **1-888-468-0022** or
541-684-0400 or **TTY: 1-866-599-8657**

2. We also have an appeal process available if you are denied a service. If you receive a Notice of Action (such as a denial of services), and you disagree with the decision, you must first request an appeal from Hayden Family Dentistry. You can appeal either by phone or in writing within

forty-five (45) days of the date of the letter. If you call, you will have to follow up with a written, signed appeal. Hayden Family Dentistry will review your appeal and give you a decision within forty-five (45) days.

3. You must complete our appeal process before you can request an Administrative Hearing. You may request an Administrative Hearing with OMAP within forty-five (45) days from the date on the Notice of Appeal Resolution. You may request an Administrative Hearing form (DHS 443) from your DHS caseworker or from HFDG Member Services.
4. **URGENT DENTAL PROBLEMS:** If you believe your dental problem cannot wait for a review, tell your caseworker.

Other Things You Should Know

If You Still Have Questions:

We welcome you to call any of our offices if you have any questions regarding your benefits. We value your membership in Hayden Family Dentistry Group and we are happy to serve you.

Members Rights and Responsibilities:

You have the right:

- To be treated with dignity and respect.
- To be treated by participating providers the same as other people seeking health care.
- Right to choose a PCD.
- Refer oneself directly to mental health, chemical dependency or family planning services without a referral from your PCD.
- To have a friend, family member, or advocate present during appointments.
- To be actively involved in the development of your treatment plan.
- To be given information about your condition and covered and non-covered services to make an informed decision on treatment.
- To consent to treatment or refuse services and know the consequences.
- To receive written material describing rights, responsibilities, benefits available, how to access services, and what to do in an emergency.
- To receive necessary and reasonable services to diagnose the condition.
- To receive covered services under the Oregon Health Plan.
- To have written materials explained to you in a manner that is understandable.
- Access to Emergency and Urgent services 24 hours a day, 7 days a week.
- Be referred to specialty care providers.
- Have a clinical record maintained which documents conditions, services received, and referrals made.
- To have access to your own clinical record.
- To transfer a copy of your own clinical record to another provider.
- To execute a statement of wishes for treatment and obtain a power of attorney or advance directives including the right to accept or refuse treatment.
- Receive written notice before a denial of, or change in, a benefit or service level is made, unless such notice is not required by federal or state regulations.
- To know how to make a complaint, grievance, or appeal and receive a response.
- To receive interpreter services.
- Request an Administrative Hearing with the Department of Human Services.
- Receive a notice of an appointment cancellation in a timely manner.
- To obtain covered preventive care.

Members Rights and Responsibilities:

You are responsible:

- To choose a PCD.
- To treat the Dental Care Organization (DCO), practitioners, and clinical staff with respect.
- Be on time for appointments made with practitioners and other providers and to call in advance to cancel if unable to keep the appointment.
- To seek periodic health exams and preventive services from your primary care dentist (PCD) or clinic.
- To use your PCD or clinic for diagnostic and other care except in an emergency.
- To obtain a referral to a specialist from the PCD or clinic before seeking care from a specialist unless self-referral to the specialist is allowed.
- To use Urgent and Emergency Services appropriately and notify your PCD within 72 hours of an emergency.
- To help in the creation of a treatment plan.
- Follow prescribed agreed upon treatment plans.
- To tell the DHS worker if any family members move in or out of the household.
- To pay for non-covered services.
- To pay the monthly OHP premium on time if so required.
- To give accurate information to be included in your clinical record.
- To sign an authorization for release of medical information so DHS and the Plan can get information which is pertinent and needed to respond to an Administrative Hearing.
- To help the practitioner, provider or clinics obtain clinical records from other providers, which may include signing an authorization for release of information.
- To ask questions about conditions and other treatment that is not understood.
- To use information to make informed decisions about treatment before it is given.
- To tell DHS worker of a change of address or phone number.
- To bring issues, complaints or grievances to the attention of your Plan.
- To tell the DHS worker if the OMAP member becomes pregnant and to notify the DHS worker of the birth of the OMAP member's child.
- Show provider or practitioner a current OMAP Identification Card.
- To tell the DHS worker if there is any other insurance available.



HFDG Locations:

Bend

461 N.E. Greenwood Ave. Suite C
Bend, Oregon 97701
1.541.318.1564
Office Hours: M-TH 8:00am-5:00pm
F 8:00am-4:00pm

Boardman

300 Tatone
Boardman, Oregon 97818
541.481.9311
Office Hours: M-TH 8:00am-5:00pm
F 8:00am-4:00pm

Eugene

1740 W. 17th Avenue
Eugene, Oregon 97402
541.484.1835
Office Hours: M-TH 8:00am-5:00pm
F 8:00am-4:00pm

Eugene

595 W. 8th Avenue
Eugene, Oregon 97401
541.343.1124
Office Hours: M-TH 8:00am-5:00pm
F 8:00am-4:00pm

Florence

1225 Hwy 101
Florence, Oregon 97439
1.541.902.8333
Office Hours: M-TH 8:00am-5:00pm
F 8:00am-4:00pm

Hermiston

1050 W. Elm Ave., Suite 230
Hermiston, OR 97838
1.541.564.1442
Office Hours: M-TH 8:00am-5:00pm
F 8:00am-4:00pm

Klamath Falls

2105 Biehn Street
Klamath Falls, OR 97601
1.541.883.3087
Office Hours: M-TH 8:00am-5:00pm
F 8:00am-4:00pm

Lowell

172 E. 3rd Street
Lowell, OR 97452
1.541.937.1924
Office Hours: M-TH 8:00am-5:00pm
F 8:00am-4:00pm

Medford

33 N. Central #403
Medford, Oregon 97501
1.541.772.5174
Office Hours: M-TH 8:00am-5:00pm
F 8:00am-4:00pm

North Bend

2157 Broadway
North Bend, Oregon 97459
541.751.1915
Office Hours: M-TH 8:00am-5:00pm
F 8:00am-4:00pm

Salem HFDG at Lancaster Dental

1880 Lancaster Drive N.E. Suite 121
Salem, Oregon 97305
1.503.589.4515
Office Hours: M-TH 8:00am-5:00pm
F 8:00am-4:00pm

Tigard

9900 Greenburg Rd. Suite 240
Tigard, OR 97223
1.503.443.3842
Office Hours: M-TH 8:00am-5:00pm
F 8:00am-4:00pm