



## Newsletter

January 09

### Happy New Year!

Capitol Dental Care wishes you and your practice staff a healthy and happy 2019! This is a big and important year for us and many of our CCO partners, as the Oregon Health Authority prepares for the next 5 years iteration of the CCO program, which is dubbed "CCO 2.0". Each CCO will need to re-apply to participate in the OHP program from 2020 through 2024 and it is possible that we will see some major changes in the base of CCO organizations who operate throughout the state.

In this issue we address a variety of topics that we hope you will find interesting or useful. They are:

- Credentialing and Medicaid Provider Enrollment
- Member Rights and Provider Responsibility
- 2019 Metrics
- Provider Wellness Corner

### Credentialing and Medicaid Provider Enrollment

#### Credentialing/Provider Data Management

Has your practice experienced any changes in providers, addresses, or contact information? To ensure our records are accurate and avoid any problems with claims payment, send notification within 30 days of a change to [Providers@Capitoldentalcare.com](mailto:Providers@Capitoldentalcare.com)

#### Medicaid Provider Enrollment

Remember to keep your Medicaid provider enrollment current to ensure timely processing and payment on eligible claims. If you are directly enrolled with OHA, follow this link to submit updates: <https://www.oregon.gov/oha/HSD/OHP/Pages/Provider-Enroll.aspx>

If you were enrolled in Medicaid by a health plan, we can assist with your Medicaid updates. Contact us at [Providers@Capitoldentalcare.com](mailto:Providers@Capitoldentalcare.com)

### Member Rights and Provider Responsibility

For many people, the New Year is a time for reflection. This period of introspection and resolution is the perfect occasion to remind ourselves that all patients including Capitol Dental Care members have rights regarding how they ought to be treated. Providers and teams have the responsibility to treat our members with *respect* and *dignity* as they interact with them and provide care for them.

Members often present for dental care when they are experiencing dental pain or problems. Dental worries paired with outside pressures can place a strain on our members that leads to unpredictable behavior. Even in these high-stress situations, we must remember to treat all patients with respect and dignity.

Dental teams have the knowledge, both clinical and administrative, to assist our members in resolving some of their problems. As we enter this new year, let us all be a little more patient and a little more willing to go the extra mile and help out another person in need. Thank you for all that you do; we have an amazing provider family!

For more information about patient and provider rights and responsibilities, please refer to the [Capitol Dental Care Member Service Guide](#) or the [Capitol Dental Care Oregon Health Plan Provider Handbook](#). If you have any question, please feel free to reach out to us at 1-800-525-6800.

## 2019 Metrics

Moving into 2019, dental metrics continue to be of importance to the Oregon Health Authority, our CCO partners, and Capitol Dental Care. We will continue to push forward on the dental sealant metric and are preparing for the new Diabetes metric.

**Sealant metric:** Sealants placed on permanent teeth of members who are 6-14 years old.  
TARGET: 26.8% of members aged 6-14 sealed.

**Oral evaluation for patients with diabetes metric:** Examination for adults with diabetes, includes D0120 (periodic evaluation), D0150 (comprehensive evaluation), and D0180 (periodontal evaluation).  
TARGET: 28% of diabetic members examined

## Provider Wellness Corner

Capitol Dental Care recognizes the value of work-life balance and encourages those who care for our members to also care for themselves. Below are some resources that offer support and assistance to your dental team members.

**Mental Health America: Work Life Balance**  
<http://www.mentalhealthamerica.net/work-life-balance>

**HPSP Self-Refer and Referral program for providers with substance abuse or mental health disorders.**

<https://www.oregon.gov/omb/Topics-of-Interest/Pages/Health-Professionals'-Services-Program.aspx>