smile.

THE FUTURE OF DENTAL HEALTH IS TAKING SHAPE

SUMMARY OF DENTAL SERVICES

kp.org/dental/nw
GOOD DENTAL HEALTH IS WORTH CELEBRATING

WHY KAISER PERMANENTE?
We believe dental and oral care is a vital part of your total health. That’s why preventive care is at the core of our philosophy. And it’s why every member gets a personalized prevention and treatment plan.

KNOW WHAT’S IMPORTANT

Choice
Your dentist and dental hygienist play an important role in helping keep you healthy. When you call for your first appointment, we’ll schedule you with a dentist and hygienist at the dental office you choose. After your appointment, you can let us know if you’d like that dentist and hygienist to be your personal dental care providers, or you may request different ones. If at any time you are not satisfied, you may change your dentist or dental hygienist.

Convenience
We have 20 dental offices in the Portland-Vancouver metro area, Longview, Salem, and Eugene so there’s sure to be one near your home or work. Our dental group has pediatric dentists, orthodontists, periodontists, oral surgeons, endodontists, and prosthodontists, should you or a family member need to see a specialist. This makes specialist referrals and teamwork easier.

Teamwork
Our dentists know that dental care is an important part of your overall health. Our dentists and dental staff can easily work together with our doctors and medical staff. That’s because they’re all part of the same system working together for and with you. In fact, did you know that members who receive both their medical and dental care through Kaiser Permanente’s integrated model tend to be healthier overall?* That means lower rates of tobacco use, lower numbers on the scale, and fewer trips to the hospital. Also, when Kaiser Permanente medical members visit our dental offices, we remind them of preventive and chronic condition care they need.

Our philosophy of care
We follow a research-based approach in providing dental care. We emphasize preventive care to help keep your teeth and gums healthy. You’ll receive a personalized prevention and treatment plan after we assess your risk for dental disease. We might suggest other steps to improve your overall health because they may improve your dental health, too.

Quality
We set high standards for Kaiser Permanente Dental. For more than 2 decades, we’ve received the highest level of accreditation from the Accreditation Association for Ambulatory Health Care (AAAHC). This means Kaiser Permanente Dental has met rigorous national standards. Kaiser Permanente is 1 of only 5 dental practices in the nation accredited as a dental home by AAAHC. We are the first dental practice in the Northwest to achieve this distinction.1 With a dental home, you have a personal dentist who directs all your care, referrals, and follow-up visits. Our dentists and other dental professionals work as a team to care for you — from pediatric dentistry to adult and geriatric dentistry.

PATIENT SATISFACTION
95% of our members would recommend us to family and friends.2 Our coverage options and high-quality care allow us to deliver you an outstanding service experience.

TOP-NOTCH DENTISTS

Hiring top dentists
Recruitment focuses on dentists with advanced education and training and/or dentists who have experience in group or private practice. We encourage our dentists to grow professionally through continuing education.

We are always looking for ways to integrate medical and dental care, such as hypertension screening and tobacco cessation support. We also focus on hiring dentists with communication skills as well as clinical and diagnostic abilities.

We are proud to have a high retention rate among our dentists.3 Quality of care and quality of patient experience help maintain the dentist-patient relationship.

1www.aaahc.org
3Calculated by average service years across all dentists.

*Kaiser Permanente Center for Health Research, Comparison of HEDIS Outcomes Among Dental/Medical vs. Medical Only Population (2013).
Our integrated dental, medical, pharmacy, and insurance services help make health care management easier for you.

**TOTAL HEALTH**

We believe that dental health is an important part of your overall health because poor dental health can cause serious problems in other parts of your body. That’s why we focus on your total health, with prevention in mind at all times.

It all starts with a personalized risk assessment. This allows our dentists to create a treatment plan that addresses your dental health needs. It also may help identify other health issues that are affected by your oral health.

If you are a Kaiser Foundation Health Plan of the Northwest member with medical and dental coverage, you are part of our integrated health care network. We can help identify potential physical conditions before they become serious health issues. And we can help you prevent tooth decay and gum disease, which can contribute to physical illness.

Our comprehensive electronic medical and dental record system gives Kaiser Permanente Dental providers access to your relevant health history. This helps them safely treat you, whether for dental care or referral to another Kaiser Permanente provider.

**QUALITY WITH A PREVENTIVE FOCUS**

**Quality Assurance**

Kaiser Permanente dentists personalize your care using peer-reviewed literature to guide clinical decisions.

Our dentists value the daily interactions, camaraderie, and professional growth that a group practice offers, with the goal of higher quality of care from the sharing of ideas.

Kaiser Permanente Dental also has a Quality Assurance/Improvement Committee that reviews all processes to assure that you receive high-quality care.

**Dental Lab**

We have an in-house dental lab for prosthetic restorations and appliances. This allows our committee to review the quality of prosthetics, such as crowns, bridges, and dentures.

**Evidence-based Dentistry**

Evidence-based dentistry uses scientific research to guide treatment decisions, resulting in better outcomes for our members. The goal is to shift dental services from treating the effects of disease toward preventing, monitoring, and reversing disease.

**Orthodontics**

We offer orthodontic services at certain dental offices in Portland, Vancouver, and Salem. A referral is needed from your dentist.

**Dental Care Products**

Each of our dental offices carries a complete line of quality dental care products. You can buy these items at or below normal retail prices. Your dentist or dental hygienist can tell you which products are best for your needs.

**Prescription Drugs**

You may use the pharmacies in our medical offices or our mail-order pharmacy to fill prescriptions written by our dentists and doctors whether or not you have a prescription drug benefit with us. There’s always a pharmacist available to answer questions.

**A Wealth of Health Services**

As a member of our dental plan, you have access to the wide range of health services Kaiser Permanente offers, including:

- Talk with a Health Coach at no additional cost
- Health education classes
- Health services and tools at kp.org

**Other Convenient Services**

**Cosmetic Dentistry**

We offer cosmetic dental services on a fee-for-service basis. These services include:

- Invisalign®
- Clear braces
- Teeth whitening
- Veneers
- Composites
- Dental implants

**The Comfort Menu**

To ensure you’re as comfortable as possible during your visit, our Comfort Menu offers a list of items to help you relax:

- Pillow
- Earplugs
- Headphones/earbuds
- Squeeze ball
- Blanket (heated based on your preferences)
- Lip moisturizer
- Moist towelette

**kp.org/dental/nw**

HERE’S TO YOUR DENTAL HEALTH
HOW TO MAKE APPOINTMENTS

VISIT US ONLINE
For more information visit kp.org/dental/nw.
Most of our dental offices are open Monday through Friday. We also offer Saturday hours for hygienist services. Go to kp.org/facilities for the latest hours. To make an appointment, please call our Appointment Center.
When you call, let the member assistant know what type of appointment you need, and please have your member ID card handy.

Your first appointment
As a new patient, your first visit will include:
• Diagnostic X-rays
• Gum disease test and tooth decay assessment
• Head and neck cancer screening and blood pressure check
• Assessment of tobacco use
After your exam, your dentist will discuss the findings with you and ask about your medical and dental history. He or she will talk with you about any treatment you may need and plan a routine cleaning schedule.
For children, we recommend a visit within 6 months of when their first tooth comes in or by age 1. When you call to make your first appointment, please let us know if you would like to share dental X-rays from your previous dentist with us.

Depending on factors such as image quality and how recently the X-rays were taken, we may be able to use them. Dental X-rays are proven safe and are necessary for us to do a comprehensive assessment of your oral health.

URGENT AND EMERGENCY CARE
Emergency and urgent dental care is available 24 hours a day, 7 days a week. Urgent conditions include toothaches, broken fillings, chipped teeth, and swelling around a tooth. If you need urgent care, please call the Appointment Center.
Emergency dental conditions include severe swelling or infection, severe traumatic injury to teeth, bleeding that doesn’t stop, and extreme pain. If you need emergency care, please call the Appointment Center any time, any day.
Your dentist may charge a fee for an emergency appointment. This fee is not covered by this plan. You should discuss this fee with your dentist and/or dental office staff.

WHEN YOU’RE AWAY FROM HOME
If you have a dental emergency outside our service area, you may go to the nearest dental office. You have limited coverage for out-of-area emergency care if your condition meets the emergency criteria above.

Facility information is current as of July 2018.
Go to kp.org/locations to see all our current locations and to find the facility closest to you. Or call Member Services at 1-800-813-2000 (TTY 711).
Nondiscrimination Notice

Kaiser Foundation Health Plan of the Northwest (Kaiser Health Plan) complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Kaiser Health Plan does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex. We also:

- Provide no cost aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats, such as large print, audio, and accessible electronic formats
- Provide no cost language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need these services, call 1-800-813-2000 (TTY: 711).

If you believe that Kaiser Health Plan has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance by mail or phone at: Member Relations, Attention: Kaiser Civil Rights Coordinator, 500 NE Multnomah St. Ste 100, Portland, OR 97232, telephone number: 1-800-813-2000.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Rights Complaint Portal, available at https://ocrportal.hhs.gov/ocr/portal/lobby.jsf, or by mail or phone at: U.S. Department of Health and Human Services, 20 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201.

If you need these services, call 1-800-813-2000 (TTY: 711).

HELP IN YOUR LANGUAGE

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-800-813-2000 (TTY: 711).

Chinese (Chinese) 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電1-800-813-2000 (TTY: 711)。


Japanese (Japanese) 注意事項：日本語を話される場合，無料の言語支援をご利用いただけます。1-800-813-2000（TTY: 711）まで，電話にてご連絡ください。

Khmer (Cambodian) ឬតម្លៃជាដ៏ឰយបំផុត។ សូមប្រើប្រាស់កន្លែងនិទានសេវាខាងក្រុមហ៊ុនសិក្សាអំពីអតិថិជន។


Laotian (Laotian) ແບ.ceil គឺអាចមានសំរារ់រំបរ អ្នក។ ចូរទូរស័ព្ទ 1-800-813-2000 (TTY: 711).

Navajo (Navajo) Dii haa akó nínizin: Dii saad bee yáníí’í’ go Dine Bizaad, saad bee áka’ ánda’ áwo’dé’é, t’áá jiik’eh, éí ná hóló, koji’ hódíílnih 1-800-813-2000 (TTY: 711).


Română (Romanian) ATENŢIE: Dacă vorbiţi limba română, vă stau la dispoziţie servicii de asistenţă limbatică, gratuit. Sunați la 1-800-813-2000 (TTY: 711).

Russian (Russian) ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-813-2000 (TTY: 711).

Spanish (Spanish) ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia linguística. Llame al 1-800-813-2000 (TTY: 711).


Ukrainian (Ukrainian) УВАГА! Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної служби мовної підтримки. Телефонуйте за номером 1-800-813-2000 (TTY: 711).

The information in this brochure applies when you use the Kaiser Permanente dental care system. The information in this brochure does not apply to Dental Choice members when they obtain services from PPO providers and facilities and non-participating providers and facilities. This brochure is not a contract. Read your Evidence of Coverage (EOC) carefully to make sure you understand your coverage.