

TRANSITION OF CARE POLICY AND PROCEDURES

Effective February 2021

**POLICY**

**Family Dental Care, Inc. (FDCi)**will support transition of care for members with serious health issues who are transitioning dental coverage. This includes a member transitioning from FFS to FDCi, or FDCi to FFS, or FDCi to another dental care organization.

**PROCEDURE(S)**

Some members who change/transition OHP dental coverage can still get the same services and see the same providers.

This means care may not change when the member changes dental plans or moves to/from OHP fee-for-service.

If a member has serious health issues, FDCi (if the new and/or old coverage/plan) will work together with the member, and others (as applicable) to make sure the member gets the dental services needed.

This help is for members who have serious health issues and who may need hospital care, inpatient mental health care, and/or become institutionalized. For example, members who need transplant services, radiation, and/or chemotherapy services, as well as dental services.

If a member needs dental care while transitioning dental coverage, he/she, or a representative should call Customer Service at **(503) 644-2663.** FDCi’s office is open Monday through Friday, 9:00 a.m. to 5:00 p.m. PST. TTY users, please call **1(888) 350-0966** TTY **711**.

The type of help that FDCi can provide (as applicable) in supporting a member’s transition of care are:

If the member was seeing a dental provider under the old coverage who is in FDCi’s network and wishes to continue we will support continuity of care for the member to continue seeing that provider.

FDCi will make appropriate referrals to providers in network for a transitioning member’s care.

If the member was seeing a provider not in FDCi’s network and to provide access to services consistent with what the member previously had, FDCi is willing to consider approving the member continuing to see this out of network provider for a period of time. The out of network dentist will need to meet OHP provider credentialing requirements, sign a FDCi single care agreement, and agree to accept FDCi fees.

FDCi will assist a member transitioning to our coverage who needs continued dental services to be seen timely by an FDCi dentist, to minimize any breaks in care.

FDCi will provide care coordination services and assist a member transitioning to obtain/transfer dental records as applicable to the appropriate parties. This includes electronic data exchanges as required/applicable.

If the member transitioning received a written prior authorization (PA) under the old coverage for ongoing dental services and it is determined dentally appropriate by FDCi’s dental director, we will honor a previous PA without the member needing to obtain a new one.

The member will need to obtain the PA ongoing dental services from a FDCi provider willing to do the proposed treatment. Each dental provider is responsible under his/her license to diagnose treatment. There can be differences among dentists in treatment planning, and a dentist cannot be forced to do treatment diagnosed by another dentist.

If FDCi does not have a willing dentist, we are willing to consider an out of network dentist. The out of network dentist will need to meet OHP provider credentialing requirements, sign a FDCi single care agreement, and agree to accept FDCi fees.

If the member has not seen a dentist under the old plan and has dental needs that cannot wait, FDCi will provide care coordination to ensure the member is seen in a timely manner for dentally appropriate care.

FDCi will provide care coordination services to support and ensure continued access to dental services to prevent serious detriment to the member’s health or reduce the risk of hospitalization or institutionalization.

FDCi’s will include a link to our Transition of Care Policy and Procedures posted on our website in the FDCi Member Handbook.

# FDCi EXECUTIVE APPROVAL

Contents of the above ***FDCi*** *Transition of Care**Policies and Procedures* document have been reviewed, modified if necessary. After approval they are presented to the FDCi Quality Improvement Committee.

* FDCi Executive Board Member

Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ DJL\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_2/2021\_\_\_\_\_\_\_\_\_\_

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| **Department:** FDCi Member Rights |
| **Author:** Deborah Loy – FDCi Executive Director |
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