



FAMILY DENTAL CARE, INC.

Welcome to Family Dental Care, Inc.

Family Dental Care, Inc. (FDCi) is pleased to be your **Oregon Health Plan** (OHP) managed dental plan.

FDCi's Member Handbook is available online to **download, read and print**. It can be found on our website www.familydentalcareinc.com. Select "**I'm a Member**" from the menu bar. Then click on "**Dental Plan Member**". Scroll till you see "**Member Handbook**". Then click the "**Download Member Handbook**" button. It includes information about our dental plan. It also includes information about how to access services. If you prefer, we can mail you a copy of the handbook. Just give us a call and request one.

When **choosing a primary care dentist (PCD)** you can do so from FDCi's 'Provider Directory'. It can be found on our website www.familydentalcareinc.com. You can search the directory for a provider by city or other criteria. You can also call us, and we can provide the names and phone numbers of open providers. If you prefer, we can mail you a copy of the directory. Just give us a call and request one.

We encourage you not to wait when choosing a PCD and scheduling your first appointment. Your PCD is a member of your health care team. Having good oral health is key to having good overall health. We know having a dental home is important. If a member does not choose a PCD we will assign one. The member will be assigned to the dental clinic nearest the member's home address. Do not worry if you have been assigned and want to change providers. Just give us a call. You can be assigned to a different provider of your choice.

FDCi cares about your oral health. As a new member we want to know about you and your dental needs. A way for you to let us know is by completing our '**New Member Initial Health Risk Screening**'.

The screening consists of three questions:

- 1) When was the last time you saw a dentist?
- 2) Are you having any dental problems/issues?
- 3) Do you have any special needs that we can help with?

There are several ways you can answer the screening questions and share your responses with us.

- You can call and tell us the responses.
- Or send us a copy of your response through our website at 'Contact Us'.
- Or mail us a copy.

Whichever way you select to share your responses, be sure to include a phone number so we can get back to you. In addition, if you give us your email and permission, we can get back to you that way too.

Sometimes a member needs their PCD to reach out to others to help get the dental care needed. We call this care coordination. It happens when your health care team works together towards your health. Let your PCD know what is going on with your overall health so you can be provided with the best care possible.

We are here to assist you. If you have questions, want help finding a dentist, or have a special need just give us a call. Our staff can be reached at **503-644-2663**. Or Toll Free **1-888-350-0966/TTY 711**. Office hours are Monday through Friday from 9:00 AM to 5:00 PM.

Please let us know how we are doing. We welcome your feedback, praises, or complaints. We want to provide you with a positive experience as a member of our plan.

After Hours Dental Care needed in the evenings or on a weekend. Call your PCD. Let your PCD know you are a patient or assigned member to the clinic and describe your symptoms. Your dentist will decide the best course of action. If you do not have a PCD and are having a dental emergency call **FDCi** Toll Free 1-888-350-0966/TTY 711.

Interpreter Services Your FDCi membership also includes **Passport to Languages translation services**. Let your PCD Team know that you need a translator in your language for your next dental appointment. If you need any assistance with this, please give us a call and we would be happy to help.

***Family Dental Care, Inc.** complies with applicable Federal civil rights laws. We cannot treat people unfairly in any of our programs or activities because of a person's: age, color, disability, gender identity, genetic information, marital status, national origin, pregnancy, race, religion, sex, sexual orientation, veteran, or whistle-blower status.

This welcome letter along with our member handbook is available in other formats.

To request a member handbook in large print, a different language, or in another format at no cost to you, please contact **FDCi Customer Service** at 503-644-2663, or Toll Free at 1-888-350-0996/TTY 711 or quality@familydentalcareinc.com.

Family Dental Care, Inc. (FDCi)

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Beaverton, OR 97008

Contact Us

Phone: 503-644-2663
Toll Free: 1-888-350-0996/TTY 711
www.familydentalcareinc.com

We are looking forward to providing your dental care.

FDCi is committed to individual and family oriented dental care.