



smile.

THE FUTURE OF DENTAL HEALTH IS TAKING SHAPE

SUMMARY OF DENTAL SERVICES

kp.org/dental/nw



All plans offered and underwritten by Kaiser Foundation Health Plan of the Northwest.
500 NE Multnomah St., Suite 100, Portland, OR 97232.

WELCOME TO KAISER PERMANENTE

Your mouth is home to your smile, and that's just the start. It shapes your words and expresses the real you. And when your mouth is healthy, you have more reasons to smile.

GOOD DENTAL HEALTH IS WORTH CELEBRATING

Why Kaiser Permanente?

We believe in total health, beginning with outstanding dental and oral care. That's why we hire some of the best dentists and hygienists. It's why every member gets a personalized prevention and treatment plan. And it's why dental preventive care is at the core of our philosophy.

Know what's important

Choice

Your dentist and dental hygienist play an important role in keeping 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 18 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 easy.

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, fewer trips to the hospital, and more reasons to smile. 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 research that shows what dental practices work best. 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.

*Kaiser Permanente Center for Health Research, *Comparison of HEDIS Outcomes Among Dental/Medical vs. Medical Only Population* (2013).



TOP-NOTCH DENTISTS

Quality

We set high standards for Kaiser Permanente Dental. For more than 25 years, 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 one of only four dental practices in the nation accredited as a dental home by AAAHC. We are the first and only dental practice in the Northwest to achieve this distinction. 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

96 percent of our members would recommend us to family and friends.* Our coverage options and high-quality care allow us to deliver you an outstanding service experience.

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. Quality of care and quality of patient experience help maintain the dentist-patient relationship.

Dental Directory

You can learn more about our dentists and the quality of care we provide through our online *Dental Directory*. You can view photos and learn about the educational backgrounds of more than 150 dentists and specialists. Visit kp.org/dental/nw/directory to search by area, location, provider, or specialty.

*According to the Press Ganey survey for January–December 2015.

HERE'S TO YOUR DENTAL HEALTH

INTEGRATED CARE

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 catch 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 record system gives Kaiser Permanente Dental providers access to your health history. This helps them safely treat you,

whether for dental care or referral to another Kaiser Permanente provider.

Our dentists can also communicate with your Kaiser Permanente medical clinicians, providing seamless care. This saves you time and money and helps you rest easy, knowing we are looking out for your total health.

This access extends beyond the dental office. Several of our dentists provide pre-surgery oral health evaluations and treatment for patients preparing for certain medical procedures or surgeries. It's through our fully integrated health care network that we are able to provide you with the right care at the right time.

We've got you covered

Our integrated dental, medical, and insurance services make health care management easy for you. They provide you with a long-term approach to total health and well-being, which ultimately translates to cost savings for you.

QUALITY WITH A PREVENTIVE FOCUS

Quality assurance

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

Our dentists value the daily interactions, camaraderie, and professional growth that a group practice offers. The sharing of ideas results in higher-quality care.

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

In addition, Kaiser Permanente Dental buys supplies and materials only from companies based in the United States.

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.



OTHER CONVENIENT SERVICES

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. Our prices are competitive, and 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:

- Free Talk with a Health Coach service
- Health education classes
- Health services and tools at [kp.org](https://www.kp.org)

Our integrated dental, medical, pharmacy, and insurance services make health care management easy for you.

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

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

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 and emergencies at most dental offices. 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 a 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

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.

Our Appointment Center

Call the Appointment Center to:

- Make appointments.
- Verify or cancel appointments.*
- Ask about eligibility.
- Get advice or arrange to be seen for a dental emergency.
- Ask about benefits.
- Get information about dental offices, including directions.

Hours are 6:30 a.m. to 6 p.m. Monday through Friday and 7:30 a.m. to 4 p.m. Saturday.

Portland	503-286-6868
Salem.....	503-370-4311
Eugene-Springfield.....	1-800-448-6118
Vancouver.....	360-254-9158
Longview	360-575-4800
Language interpretation services: Use the numbers above.	
TTY (all areas).....	711

* If you need to cancel your appointment, we ask that you do so at least 24 hours in advance. If you do not cancel prior to your appointment time, you may be charged a \$25 fee by your provider.

WHERE TO GET DENTAL CARE

DENTAL FACILITIES

Portland-area dental offices

- 45** Aloha Dental Office
17675 SW Tualatin Valley Hwy.
Beaverton, OR 97003
- 46** Beaverton Dental Office
4855 SW Western Ave.
Beaverton, OR 97005
- 47** Clackamas Dental Office
10209 SE Sunnyside Road
Clackamas, OR 97015
- 48** Eastmoreland Dental Office
5025 SE 28th Ave.
Portland, OR 97202
- 49** Glisan Dental Office
10102 NE Glisan St.
Portland, OR 97220
- 50** Grand Avenue Dental Office
1314 NE Grand Ave.
Portland, OR 97232
- 51** Gresham Dental Office
360 NW Burnside St.
Gresham, OR 97030
- 52** North Interstate Dental Office
7201 N. Interstate Ave.
Portland, OR 97217
- 53** Oregon City Dental Office
1900 McLoughlin Blvd., Suite 68
Oregon City, OR 97045
- 54** Rockwood Dental Office
822 NE 181st Ave.
Portland, OR 97230
- 55** Sunset Dental Office
19075 NW Tanasbourne Drive
Hillsboro, OR 97124
- 56** Tigard Dental Office
7105 SW Hampton St.
Tigard, OR 97223

Vancouver-area dental offices

- 57** Cascade Park Dental Office
12711 SE Mill Plain Blvd.
Vancouver, WA 98684
- 58** Salmon Creek Dental Office
14406 NE 20th Ave.
Vancouver, WA 98686

Salem-area dental offices

- 59** North Lancaster Dental Office
2300 Lancaster Drive NE
Salem, OR 97305
- 60** Skyline Dental Office
5135 Skyline Road S.
Salem, OR 97306



Longview-area dental office


- 61** Longview-Kelso Dental Office
1230 Seventh Ave.
Longview, WA 98632

Eugene-Springfield-area dental office

- 62** Valley River Dental Office
1011 Valley River Way
Eugene, OR 97401

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.

kp.org/dental/nw

 **Please recycle.** This material was produced from eco-responsible resources.

60433413_NW



©2016 Kaiser Foundation Health Plan of the Northwest