THE FUTURE OF DENTAL HEALTH IS TAKING SHAPE

SUMMARY OF DENTAL SERVICES

kp.org/dental/nw
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 17 dental offices in the Portland/Vancouver metro area, Longview, and Salem, 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 our system.

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.

Quality
We set high standards for our Dental Program. For more than two decades, we’ve received the highest level of accreditation from the Accreditation Association for Ambulatory Health Care (AAAHC). This means our Dental Program has met rigorous national standards. Currently we are the only dental practice in the Pacific Northwest with AAAHC accreditation. We also have received dental home accreditation from the AAAHC for all 17 of our dental offices. Our dental home is the first in the Northwest — and only the third in the nation — to become accredited. 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.

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TOP-NOTCH DENTISTS

PATIENT SATISFACTION

In 2011, 96 percent of surveyed dental members* said they would recommend our Dental Program to their family and friends. Our excellent coverage and high-quality care allow us to deliver you an exemplary 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 exceptional communication skills as well as excellent 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 educational background of more than 125 dentists and specialists. Best yet, you can see video profiles of our dentists as they explain their treatment philosophies and why they chose to practice with Permanente Dental Associates. Visit kp.org/dental/nw/directory to search by area, location, provider, or specialist.

*Press Ganey patient satisfaction survey (administered by third party).
**INTEGRATED CARE**

**TOTAL HEALTH**

We believe that dental health is an important part of your overall health and that poor dental health can cause serious health 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 system. We can catch potential physical conditions before they become serious health issues. Typically our dental providers will see you at least twice a year, instilling good habits. We can help you prevent tooth decay and gum disease, which can contribute to physical illness.

Our comprehensive electronic medical record system gives Dental Care Program 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 heart patients at Kaiser Permanente Sunnyside Medical Center. It’s through our fully integrated health care system that we are able to provide you with the best care possible.

**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 — all to promote long-term cost savings.

**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.

The Kaiser Permanente Dental Care Program 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, the Dental Care Program buys supplies and materials only from companies based in the United States.

**Evidence-based dentistry**

Evidence-based dentistry bases treatment on scientific research that demonstrates the best outcome for our members. The goal is to shift dental services from treating the effects of disease toward preventing, monitoring, and reversing disease.

kp.org/dental/nw
OTHER CONVENIENT SERVICES

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.

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.

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 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 to answer questions.

HERE’S TO YOUR DENTAL HEALTH
HOW TO MAKE APPOINTMENTS

VISIT US ONLINE
For more information about dental plans and services, visit kp.org/dental/nw.

Our dental offices are open Monday through Friday. We also offer Saturday hours for hygienist services and emergencies at most dental offices. 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 after the first teeth come in.

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.

We want you to be able to get dental care and information from us whenever you need it, day or night.

OUR APPOINTMENT CENTER
Call the Appointment Center to:
- Make appointments.
- Verify or cancel appointments.*
- Ask about eligibility.
- Receive advice or arrange to be seen for a dental emergency.*
- Ask about benefits.
- Get information about dental offices, including directions.*

*Available 24 hours a day through our automated phone messaging system.

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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
Vancouver.................................360-254-9158
Longview.................................360-575-4800

Language interpretation services:
Use the numbers above.
TTY (all areas).................................1-800-735-2900
WHERE TO GET DENTAL CARE

Portland-area dental offices
503-286-6868
1. Aloha Dental Office
   17675 SW Tualatin Valley Hwy.
   Beaverton, OR 97006
2. Beaverton Dental Office
   4855 SW Western Ave.
   Beaverton, OR 97005
3. Clackamas Dental Office
   10209 SE Sunnyside Road
   Clackamas, OR 97015
4. Eastmoreland Dental Office
   5025 SE 28th Ave.
   Portland, OR 97202
5. Glisan Dental Office
   10102 NE Glisan St.
   Portland, OR 97220
6. Grand Avenue Dental Office
   1314 NE Grand Ave.
   Portland, OR 97232
7. Gresham Dental Office
   360 NW Burnside St.
   Gresham, OR 97030
8. North Interstate Dental Office
   7201 N Interstate Ave.
   Portland, OR 97217
9. Oregon City Dental Office
   1900 McLoughlin Blvd., Suite 68
   Oregon City, OR 97045
10. Rockwood Dental Office
    822 NE 181st Ave.
    Portland, OR 97230
11. Sunset Dental Office
    19075 NW Tanasbourne Drive
    Hillsboro, OR 97124
12. Tigard Dental Office
    7105 SW Hampton St.
    Tigard, OR 97223

Vancouver-area dental offices
360-254-9158
13. Cascade Park Dental Office
    12711 SE Mill Plain Blvd.
    Vancouver, WA 98684
14. Salmon Creek Dental Office
    14406 NE 20th Ave.
    Vancouver, WA 98686

Salem-area dental offices
503-370-4311
15. North Lancaster Dental Office
    2300 Lancaster Drive NE
    Salem, OR 97305
16. Skyline Dental Office
    5135 Skyline Road S
    Salem, OR 97306

Longview-area dental office
360-575-4800
17. Longview-Kelso Dental Office
    1230 Seventh Ave.
    Longview, WA 98632
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.