The future of dental health is taking shape

SUMMARY OF DENTAL SERVICES

kp.org/dental/nw
Coordinated Dental Care and Coverage
IN OREGON AND SOUTHWEST WASHINGTON

Kaiser Permanente Dental is recognized as the leader in providing high-quality, patient-centered, comprehensive care, according to the Accreditation Association for Ambulatory Health Care (AAAHC).¹ Our top-notch dentists work together with our doctors, as part of the same system, to deliver quality care to members.

THE KAISER PERMANENTE DENTAL DIFFERENCE

WHY KAISER PERMANENTE?
For more than 40 years, Kaiser Permanente Northwest has been helping our members thrive with healthy smiles and dental care that connects seamlessly to their health plans. Prevention is at the core of our philosophy, and we want to help you achieve and maintain a healthy smile. We combine dental, medical, pharmacy, and insurance services in one easy-to-use package to help make health care simpler and more convenient.

KNOW WHAT’S IMPORTANT
Quality dental care
Our Oregon and Southwest Washington dental group has more than 160 general dentists, pediatric dentists, orthodontists, periodontists, oral surgeons, endodontists, and prosthodontists – and you can choose to see any of them. Our coverage options and high-quality care allow us to deliver you an outstanding service experience. In fact, 95% of our members would recommend us to family and friends.³

Convenience
With 21 dental offices in the Portland metro area, Southwest Washington, Longview, Salem, and Eugene, there’s sure to be one near you. Plus, you can often take care of minor medical needs, like flu shots or other vaccinations, during your dental appointment.⁴

Total health solutions
Our medical and dental teams work together to help protect the total health of our members. Shared health records mean our dentists see when members are due for medical screenings and can help schedule their appointment right away. In fact, did you know that Kaiser Permanente members with both medical and dental coverage weigh less, smoke less, and visit the hospital and emergency department less often than members with just medical coverage?²

¹ Continuously accredited by the Accreditation Association for Ambulatory Health Care (AAAHC) since 1990. Kaiser Permanente Dental is the only AAAHC-accredited dental home in the Northwest, and the third in the nation to achieve dental home accreditation.
² Kaiser Permanente Center for Health Research, Comparison of HEDIS Outcomes Among Dental/Medical vs. Medical Only Population, 2013.
⁴ Available at select locations. Member must be enrolled on a Kaiser Permanente dental and medical plan.
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 160 dentists and specialists. Visit [kp.org/dental/nw/directory](http://kp.org/dental/nw/directory) to search by area, location, provider, or specialty.

1. Continuously accredited by the Accreditation Association for Ambulatory Health Care (AAAHC) since 1990. Kaiser Permanente Dental is the only AAAHC-accredited dental home in the Northwest, and the third in the nation to achieve dental home accreditation. [https://www.aaahc.org/](https://www.aaahc.org/)
3. Calculated by average service years across all dentists.
OTHER CONVENIENT SERVICES

Orthodontics
We offer a variety of orthodontic options, including traditional metal braces and clear aligners.

Dental implants
When restoration isn’t possible, dental implants are a base for individual replacement teeth, bridges, or dentures. We offer implant services at select dental offices.

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.

Virtual dentistry
A virtual visit with a dentist may cover your dental history, assess the severity of the concern, and provide recommendations and next steps. Services include:
• Telephone advice 24 hours a day, 7 days a week
• Telephone visits\textsuperscript{1}
• Video visits\textsuperscript{1,2}
• Dental advice email on kp.org and the Kaiser Permanente app\textsuperscript{3}
• The ability to email photos through kp.org and Kaiser Permanente app\textsuperscript{3}

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

1. When appropriate and available. These features are available when you get care at Kaiser Permanente facilities. If you travel out of state, phone appointments and video visits may not be available due to state laws that may prevent doctors from providing care across state lines. Laws differ by state. 2. To have a video visit, members must be registered on kp.org and have a camera-equipped computer or mobile device. 3. Available to members with both Kaiser Permanente medical and dental coverage. To use the Kaiser Permanente app, you must be a Kaiser Permanente member registered on kp.org.

kp.org/dental/nw
HOW TO MAKE APPOINTMENTS

VISIT US ONLINE
For more information and to learn what to expect at your first appointment, visit kp.org/dental/nw. Most of our dental offices are open Monday through Friday. We also offer Saturday hours. Go to kp.org/facilities for the latest hours. To make an appointment, please call our Appointment Center at 1-800-813-2000 (TTY 711).

When you call, let the member assistant know what type of appointment you need, and please have your Kaiser Permanente 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.

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.

Appointments.............................1-800-813-2000
TTY .............................................................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

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).
WHERE TO GET DENTAL CARE

Dental facilities

Portland-area dental offices
◆ Aloha Dental Office
  17675 SW Tualatin Valley Hwy.
  Beaverton, OR 97003
◆ Beaverton Dental Office\(^1,2\)
  4855 SW Western Ave.
  Beaverton, OR 97005
◆ Cedar Hills Dental Office\(^1,2\)
  12450 SW Walker Rd.
  Beaverton, OR 97005
◆ Clackamas Dental Office
  10209 SE Sunnyside Road
  Clackamas, OR 97015
◆ Eastmoreland Dental Office
  5025 SE 28th Ave.
  Portland, OR 97202
◆ Glsan Dental Office\(^2\)
  10102 NE Glisan St.
  Portland, OR 97220
◆ Grand Avenue Dental Office
  1314 NE Grand Ave.
  Portland, OR 97232
◆ Gresham Dental Office
  360 NW Burnside St.
  Gresham, OR 97030
◆ Kaiser Permanente Dental at Johnson Creek
  9300 SE 91st Ave., Ste. 310
  Happy Valley, OR 97086
◆ North Interstate Dental Office
  7201 N. Interstate Ave.
  Portland, OR 97217
◆ Oregon City Dental Office
  1900 McLoughlin Blvd., Suite 68
  Oregon City, OR 97045
◆ Rockwood Dental Office
  822 NE 181st Ave.
  Portland, OR 97230
◆ Tanasbourne Dental Office\(^1,2\)
  10315 NE Tanasbourne Drive
  Hillsboro, OR 97124
◆ Tigard Dental Office
  7105 SW Hampton St.
  Tigard, OR 97223

Vancouver-area dental offices
◆ Cascade Park Dental Office\(^1\)
  12711 SE Mill Plain Blvd.
  Vancouver, WA 98684
◆ Salmon Creek Dental Office\(^1\)
  14406 NE 20th Ave.
  Vancouver, WA 98686

Salem-area dental offices
◆ Kaiser Permanente Dental at Keizer Station\(^1\)
  5910 Ulali Dr.
  Keizer, OR 97303
◆ North Lancaster Dental Office\(^1\)
  2300 Lancaster Drive NE
  Salem, OR 97305
◆ Skyline Dental Office\(^1\)
  5135 Skyline Road S.
  Salem, OR 97306

Longview-area dental office
◆ Longview-Kelso Dental Office\(^1\)
  1230 Seventh Ave.
  Longview, WA 98632

Lane County dental office
◆ Valley River Dental Office
  1011 Valley River Way
  Eugene, OR 97401

\(^1\)These facilities are co-located with a medical facility.
\(^2\)These offices have a nurse on staff for added convenience.
Nondiscrimination Notice

Kaiser Foundation Health Plan of the Northwest (Kaiser Health Plan) complies with applicable federal and state civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, sex, gender identity, or sexual orientation. Kaiser Health Plan does not exclude people or treat them differently because of race, color, national origin, age, disability, sex, gender identity, or sexual orientation. 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 Member Services at 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, sex, gender identity, or sexual orientation, you can file a grievance with our Civil Rights Coordinator, by mail, phone, or fax. If you need help filing a grievance, our Civil Rights Coordinator is available to help you. You may contact our Civil Rights Coordinator at: Member Relations Department, Attention: Kaiser Civil Rights Coordinator, 500 NE Multnomah St. Ste 100, Portland, OR 97232-2099, Phone: 1-800-813-2000 (TTY: 711), Fax: 1-855-347-7239.


For Washington Members
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).


中文 (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）。


Română (Romanian) ATENŢIE: Dacă vorbiți limba română, vă stau la dispoziție servicii gratuite de asistență lingvistică. Sunați la 1-800-813-2000 (TTY: 711).

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


HERE’S TO YOUR DENTAL HEALTH

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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 nonparticipating providers and facilities. This brochure is not a contract. Read your Evidence of Coverage (EOC) carefully to make sure you understand your coverage.