

DENTAL OFFICE UPDATE



Spring 2000

ODS features new products at Convention

Hundreds of dentists, students and dental office staff attended the 2000 ODA Convention, held March 31 and April 1. The Convention featured vendors, healthcare and insurance providers, as well as a number of other interest groups for the dentist and dental office profession.

The ODS featured "Benefit Tracker" was well received, drawing requests for demonstrations throughout both days. ODS also provided information on our Deferred Compensation plans, our new individual dental products, and our Direct Reimbursement products.



ODS News

ODS Benefit Tracker unveiled at ODA Convention

Dentists and office managers alike perused the ODS booth this year to watch demonstrations of the new ODS Benefit Tracker online eligibility service. ODS Benefit Tracker is a new web service that allows dental offices to easily look up patients' dental eligibility, benefits and claims information online.

Some of the benefits of this free service are: finding eligibility and benefit information quickly and easily without having to call ODS; accessing up-to-date information, even after business hours; using the information to quickly determine the best treatment plan for a patient; and checking the latest claims status of a patient.

ODS Benefit Tracker will be available in June 2000. Dental offices will need to be connected to the internet using an encrypted 128-bit browser to access Benefit Tracker. More information can be found at www.odshealthplans.com/dental.

ODS offers Individual Dental Insurance Plans

In an effort to reduce the number of Oregonians without dental insurance, ODS Health Plans now offers a new

individual medical and dental insurance program.

When enrolling in one of ODS' four individual medical plans, members are eligible to enroll in a dental plan with 80 percent coverage for preventive services and 50 percent coverage for basic and major services. With rates starting at \$17.90 per month, the new individual dental plan combines affordable premiums with high quality service.

CDT Coding update

ODS is working as quickly as possible to enter the new CDT codes into our system. However, we are unable to process the alpha/numeric codes at this time. If received, they will be processed with the corresponding ADA CDT-2 code.

We will notify you as soon as our system is updated. We appreciate your patience.

Office closures

The ODS Health Plans office will be closed on:

July 3-4, 2000 for Independence Day

September 4, 2000 for Labor Day



ODS is a member of the Delta Dental Plans Association

Now available!

ODS Health Plans is proud to offer our dentists and dental offices a new Immediate Denture brochure for their patients. The brochure is available in both English & Spanish.

This is a comprehensive, educational brochure designed to take the confusion out of this procedure. If you would like to order a supply of brochures to display in your office, contact Trisha Gaul at 503-228-6554, extension 1145.



**YOUR GUIDE TO
Immediate Dentures**



OHP survey results very positive

ODS conducted an Oregon Health Plan (OHP) member satisfaction survey of dental members in 1999. The purpose was to evaluate members' satisfaction with access to dental care, quality of dental care and quality of service provided by the dentists, the dental staff and ODS Health Plans customer service.

The survey was sent to 1,516 OHP members randomly selected from total enrollment of 25,857 adult OHP dental members. Following is a summary:

Getting care without long waits

65.4% of members reported their appointments for routine care were made within 30 days of the time they called.

76% reported waiting 20 minutes or less past appointment time to see the dentist.

30.7% of Oregon Health Plan members reported they were seen the same day or within 24 hours for an emergency.

The 2000 dental member education plan will include defining dental emer-

gencies and educating members to make appropriate appointments.

ODS will include education on the importance role preventive services play in avoiding an emergency visit, keeping appointments and calling the dentist with plenty of notice if an appointment needs to be rescheduled or cancelled. This is a key area that ODS is committed to address in response to the significant number of member and dental provider complaints about dismissal due to missed appointments.

Tobacco status

54.5% said they were asked if they smoked during any visit to their dentist.

30.1% of those who smoke said they were advised to quit smoking by their dentist or the dental hygienist.

Quality of service

96.1% said they were treated very well or well by their dentist.

90.7% said they were treated very well or well by the dental staff.

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