Name:	**Provider Directory**
Date of Origin:	**8/21/2019**
Current Effective Date:	**11/20/2020**
Scheduled Review Date:	**11/20/2021**

I. PROVIDER DIRECTORY POLICY

Managed Dental Care of Oregon (MDCO) participating provider information will be represented through an online directory that is both searchable and printable in order to maintain accurate and complete information on all participating providers.

The Provider Directory will be made available to the public, i.e., both current and potential members upon request and on the MDCO's website.

II. PROVIDER DIRECTORY PROCEDURES

MDCO will obtain information required for the Provider Directory on all credentialed providers during the credentialing process and will verify that information during the recredentialing process or earlier as needed.

MDCO will load the provider information into its internal provider database. Provider information entered into the database is uploaded and published on a weekly basis to MDCO's online provider directory. Updates to provider data are entered immediately in the provider database and are subsequently published to the website.

Instructions regarding how to request provider directory information from MDCO is included in the MDCO Member Handbook. Members who request a physical copy of the provider directory are sent those materials within five days of the request.

The Provider Directory shall include providers:

1. Name and any group affiliation;
2. Gender
3. Street address
4. Telephone number, including TTY
5. Office hours
6. Website URL, as appropriate
7. Specialty, as appropriate
8. Acceptance of new members
9. Cultural and linguistic capabilities including:
    a. Availability of qualified or certified interpreters at no cost to members ensuring oral interpretation is available in all languages and American Sign Language;
    b. Availability of auxiliary aids and services for all members with disabilities upon request and at no cost;

c. Whether the provider has completed cultural competence training as required by ORS 413.450;
d. Whether the provider has verifiable language fluency in non-English; and
e. Whether the provider's office or facility is accessible and has accommodations for people with physical disabilities, including information on accessibility of provider office, exam rooms, restrooms, and equipment.

III. PROVIDER DIRECTORY MONITORING AND EVALUATION

Whenever the Delivery Services Network roster reporting is completed for OHA or MDCO's CCO partners, MDCO will compare the roster with the online provider directory to ensure that all providers on the roster are represented on the online directory. This will be applicable to all provider types, including specialists and hygienists.

When this policy is renewed on an annual basis, MDCO shall verify that the provider directory is evaluated for understandability and usefulness in the following areas: font size, reading level, intuitive content, ease of navigation, additional languages. If the directory does not meet these requirements, then it shall be rectified within 30 days of that determination.

IV. REVISION ACTIVITY

Revision Date	Revision and Rationale	Effective Date
8/21/2019	Initial Draft	8/21/2019
11/20/2020	Addition about monitoring with DSN roster	11/20/2020

V. AFFECTED DEPARTMENTS

All MDCO Providers

VI. REFERENCES

42 CFR 438.10; OAR 410-141-3280; OAR 410-141-3300