

Name	Member Communications
Date of Origin	2/15/2020
Current Effective Date	2/16/2022
Scheduled Review Date	2/16/2023

## 1. Policy

Managed Dental Care of Oregon (MDCO) understands the vital role of member communications in assisting members to navigate the healthcare system. Additionally, MDCO understands that member communications must conform to certain federal and state requirements. This policy exists to ensure that those standards are understood and met in MDCO’s course of business activities.

Some common member communications include the Member Handbook, notices in the grievance and appeal system, notices about service requests, notices about provider terminations, and the provider directory.

MDCO’s member materials shall conform to the following standards as a matter of policy:

- Be written in easily understood language and format.
- Be written in at least 12 point font size.
- Have taglines in large font (18 point) informing individuals how to request auxiliary aids and services, including the provision of materials in alternative formats.
- Have taglines in prevalent non-English languages describing how to request auxiliary aids and services, including written translation or oral interpretation, the toll-free and TTY/TDY customer service number, and availability of materials in alternative formats.

In addition to the specific scenarios listed below, MDCO provides information in paper or electronic form within the following timeframes:

- At the time the member first becomes eligible to enroll in OHP.
- Within a timeframe that enables the potential member to use the information in choosing among available DCOs.
- At least once a year, to notify members of their right to request and obtain information in accordance with 42 CFR §438.10.

MDCO strives to have culturally and linguistically appropriate mechanisms in place to help members and potential members understand the requirements and benefits of MDCO’s services. In doing so, as a matter of policy, MDCO:

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- ~~Accommodates requests made by sources other than members and potential members, such as family members or caregivers;~~
  - Notifies members and potential members that auxiliary aids and services are available free of charge;
  - Notifies members that alternative formats for written material are available free of charge; and
  - Takes into consideration the special needs of members or potential members with disabilities or limited English proficiency.

## **2. Procedure**

Acceptable Methods of Communication – MDCO may provide information to members by the following methods:

- Mailing a printed copy of the information to the member’s address,
- Emailing the information to the member’s email address after first obtaining the member’s agreement to receive communications by email,
- Posting the information on its website and advising the member in paper or electronic form that the information is available on the Internet and includes the applicable Internet address, provided that members with disabilities who cannot access this information online are provided auxiliary aids and services upon request at no cost; or
- Providing the information by any other method that can reasonably be expected to result in the member receiving that information

Welcome Packets – for members that are newly enrolled with MDCO or who have returned after 12 months or more of unenrollment, MDCO will provide a printed welcome packet within 14 days that includes the following:

- A welcome letter,
- A copy of the Member Handbook, and
- Information on how to access the Provider Directory.

Electronic Communications – MDCO will only communicate with a member electronically if:

- The format is readily accessible;
- The member has requested or approved electronic transmittal;
- The information can be electronically retained and printed;
- The member is informed that the information is available in paper form without charge upon request and is provided within 5 business days;

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- ~~The information does not constitute direct member notice related to an~~ adverse action or any portion of the grievance, appeals, contested case hearings or any other member rights or member protection process; and
  - The information is consistent with the content and language requirements of 42 CFR §438.10.

Member Requests – If a member requests information about the following, MDCO will provide such information within 5 business days of the request:

- Whether MDCO uses provider contracts including alternative payment methodologies or incentive plans and
- The structure and operations of MDCO

Provider Termination – In cases where a provider’s participation is terminated with MDCO, MDCO will make a good faith effort to give written notice of the termination to members within 15 calendar days after receipt or issuance of the termination notice. The members that should receive such notice are those that received their primary care from or were seen on a regular basis by the terminated provider.

Member Handbooks – MDCO reviews its Member Handbook on an annual basis and updates it for accuracy and new or corrected information as needed. If such changes affect members’ ability to use MDCO services or benefits, MDCO will offer the updated handbook to all members through an acceptable method of communication as described above. MDCO also notifies members annually of the availability of a handbook and provider directory, including information on how to access them.

Electronic Materials – MDCO makes electronic versions of many of its materials available on its website, including its provider directory and member handbook in a form that can be electronically retained and printed, available in a machine-readable file and format.

Educational Materials – MDCO develops and provides educational programs including the promotion and maintenance of optimal oral health, which include information regarding the risks of tobacco use and referral for tobacco cessation intervention.

**3. Revision Activity**

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Modification Date	Change or Revision	Effective Date
1/5/2021	Review	1/5/2021
2/16/2022	Review	2/16/2022

**4. Affected Departments**

- All MDCO Administrative Staff

**5. References**

- 42 CFR § 438.10
- OAR 410-141-3585
- MDCO-OHA Contract Exhibit B Part 3