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Name	Provider Communication
Date of Origin	11/11/2020
Current Effective Date	2/16/2022
Scheduled Review Date	2/16/2023

## 1. Policy

Managed Dental Care of Oregon (MDCO) is committed to proactively communicating with its provider network, with sufficient quality and quantity, about all relevant matters, including but not limited to the following:

- OHA/CMS rules and regulations regarding MDCO's operations and those of its contracted provider network or delegated entities;
- Trainings and attestations regarding their operations as a part of MDCO's network;
- Participation in MDCO's network, including credentialing and contracting activities
- MDCO expectations, standards, goals, and objectives;
- Monitoring of performance, quality, clinical correctness, etc.; and
- Corrective action and associated potential disciplinary action

Keeping channels of communication open with providers is a two-way street, and MDCO is also committed to being available for its providers, to hear them and understand what they have to say, both positive and negative. In this manner, MDCO strives to establish a culture of open and substantive communication with its provider network.

## 2. Methods of Communication

There are several ways in which MDCO communicates with its provider network and vice versa.

### MDCO to Providers

MDCO may communicate with its providers and offices including but not limited to the following:

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- Email

- Email will often be used as the first line of communication, when possible, as this allows the provider to respond at their convenience when they are available.
- Email will often be used to communicate trainings and educational information on rules, regulations, expectations, standards, goals, and objectives or to solicit attestations. Likewise, email will often be used to communicate other news that is important to the provider network, as in the case of the provider newsletter.
- Email will often be the method of communication used by MDCO and providers for standing reporting obligations, such as the Third-Next Available Appointment.
- Secure email will be used when the contents include the personal health information of a member and in every other circumstance that implicates HIPAA security and privacy rules.

- Phone

- Phone calls will often be used for more urgent matters and/or when a response from the office is needed. Some examples could include guidance to an office following a member complaint, requests for member charts for an audit, communicating noncompliance/soliciting a corrective action plan, etc.

- Mail

- Mail can be used for a variety of communications, but mail will be used in addition to other relevant forms of communication to relay formal communications to providers. Examples could include letters of termination, requests for responses to Oregon Board of Dentistry actions or crimes, contract negotiations, etc.

- Website

- MDCO's website, [www.mdcodental.com](http://www.mdcodental.com), is used as a repository of varied information for providers, including policies and procedures as well as other relevant materials.

## **Providers to MDCO**

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Providers may communicate with MDCO including but not limited to the following:

- Email
  - Providers can email MDCO’s Provider Relations Manager at [providerservices@interdent.com](mailto:providerservices@interdent.com). MDCO’s Directors of Operations and Member Services also monitor this email address.
- Phone
  - Providers can call MDCO locally at (503) 585-5205 or toll free at (800) 525-6800.
- Fax
  - Providers are welcome to fax materials to (503) 581-0043 if needed.
- Mail
  - Providers can mail materials to MDCO, addressed to 3000 Market Street NE, Suite 228; Salem, Oregon 97301.

### **3. HIPAA Compliance**

All communications with providers will comply with the HIPAA Security and Privacy rules. This means that, when dealing with a member’s personal health information, information will be restricted to the minimum necessary to complete the objective and involve only those individuals who need to know. Likewise, information will be sent through secure means, including secure email, mail, or phone call.

In addition to what is stated in this policy, MDCO will follow the policies and protocols in the InterDent suite of security and privacy policies.

### **4. Revision Activity**

Modification Date	Change or Revision	Effective Date
2/16/2022	Review	2/16/2022

### **5. Affected Departments**

- All MDCO Administrative Staff
- All MDCO Providers

## 6. References

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- MDCO Provider Manual
- InterDent security and privacy policies
- HIPAA Security and Privacy Rules