



smile.

# THE FUTURE OF DENTAL HEALTH IS TAKING SHAPE

SUMMARY OF DENTAL SERVICES

[kp.org/dental/nw](http://kp.org/dental/nw)

KAISER PERMANENTE®  **thrive**

# WELCOME TO KAISER PERMANENTE

Your mouth is home to your smile, and that's just the start. It shapes your words and expresses the real you. And when your mouth is healthy, you have more reasons to smile.



## GOOD DENTAL HEALTH IS WORTH CELEBRATING

### WHY KAISER PERMANENTE?

We believe in total health, beginning with outstanding dental and oral care. That's why we hire some of the best dentists and hygienists. It's why every member gets a personalized prevention and treatment plan. And it's why dental preventive care is at the core of our philosophy.

### KNOW WHAT'S IMPORTANT

#### Choice

Your dentist and dental hygienist play an important role in keeping you healthy. When you call for your first appointment, we'll schedule you with a dentist and hygienist at the dental office you choose. After your appointment, you can let us know if you'd like that dentist and hygienist to be your personal dental care providers, or you may request different ones. If at any time you are not satisfied, you may change your dentist or dental hygienist.

#### Convenience

We have 17 dental offices in the Portland/Vancouver metro area, Longview, and Salem, so there's sure to be one near your home or work. Our dental group has pediatric dentists, orthodontists, periodontists, oral surgeons, endodontists, and prosthodontists, should you or a family member need to see a specialist. This makes specialist referrals and teamwork easy.

#### Teamwork

Our dentists know that dental care is an important part of your overall health. Our dentists and dental staff can easily work together with our doctors and medical staff. That's because they're all part of our system.

#### Our philosophy of care

We follow research that shows what dental practices work best. We emphasize preventive care to help keep your teeth and gums healthy. You'll receive a personalized prevention and treatment plan after we assess your risk for dental disease. We might suggest other steps to improve your overall health because they may improve your dental health, too.

#### Quality

We set high standards for our Dental Program. For more than two decades, we've received the highest level of accreditation from the Accreditation Association for Ambulatory Health Care (AAAHC). This means our Dental Program has met rigorous national standards. Currently we are the only dental practice in the Pacific Northwest with AAAHC accreditation. We also have received dental home accreditation from the AAAHC for all 17 of our dental offices. Our dental home is the first in the Northwest — and only the third in the nation — to become accredited. With a dental home, you have a personal dentist who directs all your care, referrals, and follow-up visits. Our dentists and other dental professionals work as a team to care for you — from pediatric dentistry to adult and geriatric dentistry.



# TOP-NOTCH DENTISTS



## PATIENT SATISFACTION

In 2011, 96 percent of surveyed dental members\* said they would recommend our Dental Program to their family and friends. Our excellent coverage and high-quality care allow us to deliver you an exemplary experience.

## Hiring top dentists

Recruitment focuses on dentists with advanced education and training and/or dentists who have experience in group or private practice. We encourage our dentists to grow professionally through continuing education.

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 exceptional communication skills as well as excellent 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 educational background of more than 125 dentists and specialists. Best yet, you can see video profiles of our dentists as they explain their treatment philosophies and why they chose to practice with Permanente Dental Associates. Visit [kp.org/dental/nw/directory](http://kp.org/dental/nw/directory) to search by area, location, provider, or specialist.

\*Press Ganey patient satisfaction survey (administered by third party).

## HERE'S TO YOUR DENTAL HEALTH

# INTEGRATED CARE

## TOTAL HEALTH

We believe that dental health is an important part of your overall health and that poor dental health can cause serious health problems in other parts of your body. That's why we focus on your total health, with prevention in mind at all times.

It all starts with a personalized risk assessment. This allows our dentists to create a treatment plan that addresses your dental health needs. It also may help identify other health issues that are affected by your oral health.

If you are a Kaiser Foundation Health Plan of the Northwest member with medical and dental coverage, you are part of our integrated health care system. We can catch potential physical conditions before they become serious health issues. Typically our dental providers will see you at least twice a year, instilling good habits. We can help you prevent tooth decay and gum disease, which can contribute to physical illness.

Our comprehensive electronic medical record system gives Dental Care Program providers access to your health history. This helps them safely treat you, whether for dental care or referral to another Kaiser Permanente provider.

Our dentists can also communicate with your Kaiser Permanente medical clinicians, providing seamless care. This saves you time and money and helps you rest easy, knowing we are looking out for your total health.

This access extends beyond the dental office. Several of our dentists provide pre-surgery oral health evaluations and treatment for heart patients at Kaiser Permanente Sunnyside Medical Center. It's through our fully integrated health care system that we are able to provide you with the best care possible.

### We've got you covered

Our integrated dental, medical, and insurance services make health care management easy for you. They provide you with a long-term approach to total health and well-being — all to promote long-term cost savings.

# QUALITY WITH A PREVENTIVE FOCUS

## QUALITY ASSURANCE

Kaiser Permanente dentists personalize your care using the best available peer-reviewed literature to guide clinical decisions.

Our dentists value the daily interactions, camaraderie, and professional growth that a group practice offers. The sharing of ideas results in higher-quality care.

The Kaiser Permanente Dental Care Program also has a Quality Assurance/Improvement Committee that reviews all processes to assure that you receive top-quality care.

## Dental lab

We have an in-house dental lab for prosthetic restorations and appliances. This allows our committee to review the quality of prosthetics, such as crowns, bridges, and dentures.

In addition, the Dental Care Program buys supplies and materials only from companies based in the United States.

## Evidence-based dentistry

Evidence-based dentistry bases treatment on scientific research that demonstrates the best outcome for our members. The goal is to shift dental services from treating the effects of disease toward preventing, monitoring, and reversing disease.

## OTHER CONVENIENT SERVICES



### Orthodontics

We offer orthodontic services at certain dental offices in Portland, Vancouver, and Salem. A referral is needed from your dentist.

### 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 to fill prescriptions written by our dentists and doctors whether or not you have a prescription drug benefit with us. Our prices are competitive, and there's always a pharmacist to answer questions.

### A wealth of health services

As a member of our dental plan, you have access to the wide range of health services Kaiser Permanente offers, including:

- Free Talk with a Health Coach service.
- Health education classes.
- Health services and tools at **kp.org**.

### Cosmetic dentistry

We offer cosmetic dental services on a fee-for-service basis. These services include:

- Invisalign®.
- Clear braces.
- Teeth whitening.
- Veneers.
- Composites.
- Dental implants.

HERE'S TO YOUR DENTAL HEALTH

# HOW TO MAKE APPOINTMENTS

## VISIT US ONLINE

For more information about dental plans and services, visit [kp.org/dental/nw](http://kp.org/dental/nw).

Our dental offices are open Monday through Friday. We also offer Saturday hours for hygienist services and emergencies at most dental offices. To make an appointment, please call our Appointment Center.

When you call, let the member assistant know what type of appointment you need, and please have your member 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 after the first teeth come in.

## URGENT AND EMERGENCY CARE

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.

Your dentist may charge a fee for an emergency appointment. This fee is not covered by this plan. You should discuss this fee with your dentist and/or dental office staff.

## 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.

We want you to be able to get dental care and information from us whenever you need it, day or night.

## OUR APPOINTMENT CENTER

Call the Appointment Center to:

- Make appointments.
- Verify or cancel appointments.\*
- Ask about eligibility.
- Receive advice or arrange to be seen for a dental emergency.\*
- Ask about benefits.
- Get information about dental offices, including directions.\*

\*Available 24 hours a day through our automated phone messaging system.

Hours are 6:30 a.m. to 6 p.m. Monday through Friday and 7:30 a.m. to 4 p.m. Saturday.

Portland..... 503-286-6868

Salem..... 503-370-4311

Vancouver..... 360-254-9158

Longview ..... 360-575-4800

Language interpretation services:  
Use the numbers above.

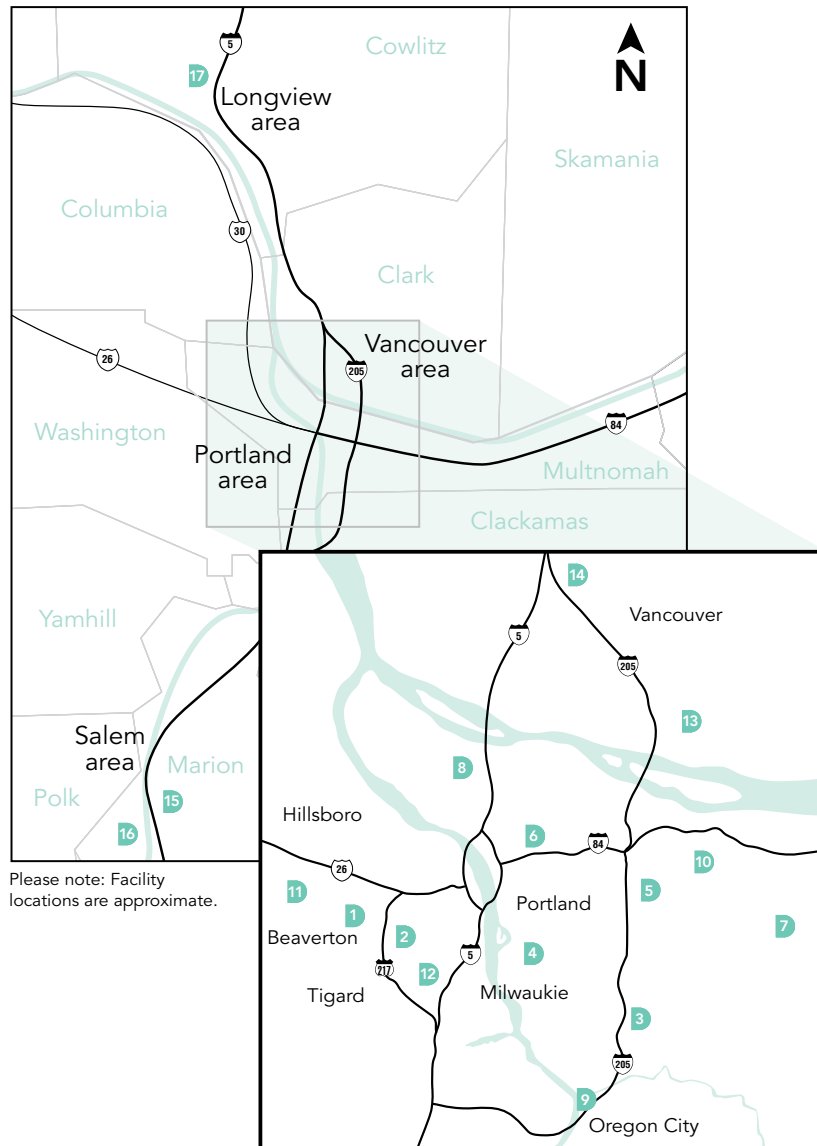
TTY (all areas)..... 1-800-735-2900

# WHERE TO GET DENTAL CARE

## Portland-area dental offices

503-286-6868

- 1 Aloha Dental Office  
17675 SW Tualatin Valley Hwy.  
Beaverton, OR 97006
- 2 Beaverton Dental Office  
4855 SW Western Ave.  
Beaverton, OR 97005
- 3 Clackamas Dental Office  
10209 SE Sunnyside Road  
Clackamas, OR 97015
- 4 Eastmoreland Dental Office  
5025 SE 28th Ave.  
Portland, OR 97202
- 5 Glisan Dental Office  
10102 NE Glisan St.  
Portland, OR 97220
- 6 Grand Avenue Dental Office  
1314 NE Grand Ave.  
Portland, OR 97232
- 7 Gresham Dental Office  
360 NW Burnside St.  
Gresham, OR 97030
- 8 North Interstate Dental Office  
7201 N Interstate Ave.  
Portland, OR 97217
- 9 Oregon City Dental Office  
1900 McLoughlin Blvd., Suite 68  
Oregon City, OR 97045
- 10 Rockwood Dental Office  
822 NE 181st Ave.  
Portland, OR 97230
- 11 Sunset Dental Office  
19075 NW Tanasbourne Drive  
Hillsboro, OR 97124
- 12 Tigard Dental Office  
7105 SW Hampton St.  
Tigard, OR 97223



## Vancouver-area dental offices

360-254-9158

- 13 Cascade Park Dental Office  
12711 SE Mill Plain Blvd.  
Vancouver, WA 98684
- 14 Salmon Creek Dental Office  
14406 NE 20th Ave.  
Vancouver, WA 98686

## Salem-area dental offices

503-370-4311

- 15 North Lancaster Dental Office  
2300 Lancaster Drive NE  
Salem, OR 97305
- 16 Skyline Dental Office  
5135 Skyline Road S  
Salem, OR 97306

## Longview-area dental office

360-575-4800

- 17 Longview-Kelso Dental Office  
1230 Seventh Ave.  
Longview, WA 98632

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



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