



May 1, 2019

Re: ODS Capitation Agreements and Member Assignment

Dear ODS provider,

ODS offers fee for service and capitation (member assignment) options for its OHP contracted providers. These options allow for member choice and contractual options for providers and ensures adequate dental care for all members. Over the past six months ODS has increased its volume of capitation agreements. Our current capitated offices are located throughout Oregon with the highest concentration in Clackamas, Washington, and Multnomah counties. We are writing to provide you with important information regarding members assigned to these providers. Please take note of these topics and share them with your dental team.

When conducting daily eligibility confirmation it is important to navigate to the Group Limitations page in Benefit Tracker to check for member assignment. If the member is assigned to a specific dental office it will be clearly noted in Group Limitations. If Benefit Tracker indicates your established patient has been assigned to another dental office advise your patient to contact dental customer service at 800-342-0526 to request a dental plan transfer. The representative will check the member record and remove the assignment if the member meets the unassignment criteria. Please note the importance of checking eligibility when scheduling appointments and again on the day of the appointment. This will ensure your patient is eligible for services and will alert you of a member assignment. **Effective 06/01/2019, services performed for a capitated member by a non-capitated provider are not covered, unless there is a referral on file.** As a courtesy, we have added a pop-up dialog box in Benefit Tracker reminding users to check Group Limitations for member assignment.

If you receive a claim denial due to a capitation assignment and believe the denial is in error, please contact ODS dental customer service to request a claim review for possible adjustment. If the member was assigned to another dental office in error, the claim will be adjusted. If the member was assigned according to ODS assignment protocol and the assignment was clearly noted in the Group Limitations page in Benefit Tracker, the claim will not be considered for adjustment.

ODS tracks and records capitated member referrals for specialty services. A system is in place to ensure these claims are paid according to the referral on file. If you are a specialty provider it is important to check the Group Limitations page in Benefit Tracker for capitation member assignment. If the member is assigned to a dental office, contact ODS dental customer service or the referring provider to ensure the referral was submitted to ODS.

For additional assistance please refer to the enclosed member assignment FAQ. Also, please do not hesitate to contact us at 800-342-0526 should you have questions or wish to speak with us directly.

Thank you,

A handwritten signature in black ink that reads "Teri Barichello".

Teri Barichello, DMD  
Vice President and Chief Dental Officer