

# Enrollee Newsletter

Spring/Summer 2020



## Now Open!

**You are safe with us:** with your health and safety our top priority, we are slowly reopening to serve your dental care needs. We want to welcome you back and share just a few of the extra things we are doing to protect you and your family. Each patient visit requires: disinfect and clean, continuous COVID-19 screening, social distancing, Personal Protective Equipment (PPE)...

### Inside This Issue

Now Open	1
Covid-19 Precautions	1
Discloser of Review Processes	2
Public Policy	2
Language Assistance Program	2
Inquiries and Complaints	2



### Disinfected & Cleaned

### After Each Patient Visit:

We wipe down chairs, countertops and equipment in the reception and treatment areas after each patient visit. This includes pens, clipboards, and common touch surfaces such as doors. Kid's toys and magazines have been removed.

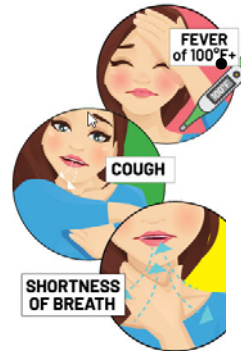
### Social Distancing:

- Seating 6 feet apart in the lobby
- Only patients and guardians allowed inside

### Continuous COVID-19 Screening:

### Following safety guidelines from the Centers for

Disease Control (CDC) and the American Dental Health Association (ADA), we are screening all patients and visitors for common coronavirus symptoms. You will be asked if you have recently had a fever, shortness of breath, a dry cough, sore throat, or had contact with a confirmed COVID-19 patient. If you are having any suspicious symptoms, please stay home and contact your physician.



Patients are asked to wait outside or in their car; we will call when it's your turn



### Personal Protective Equipment (PPE)



Doctors and supporting staff replace their protective masks and coverings between each patient visit. Thorough disinfection and sanitization procedures based on CDC and ADA guidelines are used throughout the office

## Language Assistance

### Available

Many Western Dental enrollees speak a language other than English or may prefer to speak another language when discussing their dental health or dental plan benefit matters. Currently Western Dental offers free language assistance to our members. To arrange for this free service, you or your dentist may call the Member Services department directly at **1-800-992-3366** to arrange for an interpreter to join the call. Please allow some time for connection to this service.

Face-to-face interpreters in languages other than English (including Sign Language) may be available in some circumstances. Vital Documents such as plan brochures, provider directories, important forms and letters about Western Dental services, language rights and certain outreach materials are currently produced in Spanish. For more information about Language Assistance, contact **1-800-992-3366**



## Inquiries and Complaints

- ◆ Enrollees (members) are encouraged to contact Western Dental at 1-800-992-3366 regarding any concerns that they may have while obtaining services. Western Dental maintains a grievance process to address these concerns. Enrollee complaints or grievances can be made over the phone in person, at any Western Dental Provider Office, by obtaining a Western Dental Member Incident Form and submitting it to Western Dental, or by submitting the complaint using the Western Dental website at [www.westerndental.com](http://www.westerndental.com). Western Dental will send notification that the complaint has been received within five calendar days of receiving the complaint, and Western Dental will send a written response to the concerns within 30 days of receipt of the complaint.
- ◆ The California Department of Managed Health Care is responsible for regulating health care service plans. If you have a grievance against your Health Plan, you should first telephone your Health Plan at 1-800-992-3366 and use your Health Plan's grievance process before contacting the Department. Utilizing this grievance procedure does not prohibit any potential legal rights or remedies that may be available to you. If you need help with a grievance in-

volving an emergency, a grievance that has not been satisfactorily resolved by your Health Plan, or a grievance that has remained unresolved for more than 30 days, you may call the Department for assistance. You may also be eligible for an Independent Medical Review (IMR). If you are eligible for IMR, the IMR process will provide an impartial review of medical decisions made by a Health Plan related to the medical necessity of a proposed service or treatment, coverage decisions for treatments that are experimental or investigational in nature and payment disputes for emergency or urgent medical services. The Department also has a toll-free telephone number

**(1-888-HMO-2219)**  
and a TDD line

**(1-877-688-9891)** for the hearing and speech impaired. The Department's Internet Web site at:

**<http://www.hmohelp.ca.gov>**

has complaint forms, IMR application forms, and instructions online.

## Public Policy

The Plan welcomes provider participation on its Public Policy Committee, which meets quarterly at the Plan's corporate office in Orange, California. In order to be considered for membership, please write or call the Plan's Provider Services department at 1-800-992-3366.

## Disclosure of Review Processes

Upon request, WDS' Member Service Department will send you a copy of the guidelines and criteria that are used to determine if a service is covered or not when a dentist or WDS provider sends requests to WDS for benefits and/or claims for payment to an enrollee, a dentist or a member of the general public. You may ask for this information by writing to Western Dental Services, Inc., P.O. Box 14227, Orange, CA 92863, or by calling WDS Member Services at 1-800-992-3366.