



# THE FUTURE OF DENTAL HEALTH IS TAKING SHAPE

SUMMARY OF **DENTAL SERVICES**



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



All plans offered and underwritten by Kaiser Foundation Health Plan of the Northwest.  
500 NE Multnomah St., Suite 100, Portland, OR 97232.

# 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 dental and oral care is a vital part of your total health. That's why preventive care is at the core of our philosophy. And it's why every member gets a personalized prevention and treatment plan.

### KNOW WHAT'S IMPORTANT

#### Freedom to choose

Having a dentist you click with can go a long way toward maintaining your overall dental health. So right from your first appointment, you can pick which dentist and hygienist you want to see. And if you aren't satisfied, you can make a change at any time.

#### Convenience

We have more than 160 top-notch general and specialty dentists, whom you'll find throughout our 21 dental offices located in Oregon and Southwest Washington. For added convenience, you can also take advantage of our no-cost virtual dentistry options, including email, phone visits, and video visits. And our connected providers can make referrals to Kaiser Permanente specialty dentists, creating a seamless experience – without any additional paperwork or hassle.

#### 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 the same system working together for and with you. In fact, did you know that members who receive both their medical and dental care through Kaiser Permanente's integrated model tend to be healthier overall?<sup>2</sup> That means lower rates of tobacco use, lower numbers on the scale, and fewer trips to the hospital. Also, when Kaiser Permanente medical members visit our dental offices, we remind them of preventive and chronic condition care they need.

#### Our philosophy of care

We follow a research-based approach in providing dental care. 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.

<sup>1</sup>When appropriate and available. These features are available when you get care at Kaiser Permanente facilities. If you travel out of state, phone appointments and video visits may not be available due to state laws that may prevent doctors from providing care across state lines. Laws differ by state. To have a video visit, members must be registered on kp.org and have a camera-equipped computer or mobile device.

<sup>2</sup>Kaiser Permanente Center for Health Research, *Comparison of HEDIS Outcomes Among Dental/Medical vs. Medical Only Population* (2013).



## TOP-NOTCH DENTISTS

### Higher standards

We set high standards for our dental program. For more than 30 years, we've been independently recognized as a leader in providing high-quality, patient-centered, comprehensive care<sup>1</sup> – and we're the only dental practice in the Pacific Northwest to meet this rigorous standard.

### PATIENT SATISFACTION

95% of our members would recommend us to family and friends.<sup>2</sup> Our coverage options and high-quality care allow us to deliver you an outstanding service 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 communication skills as well as clinical and diagnostic abilities.

We are proud to have a high retention rate among our dentists.<sup>3</sup> 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 learn about the educational backgrounds of more than 160 dentists and specialists. Visit [kp.org/dental/nw/directory](https://www.kp.org/dental/nw/directory) to search by area, location, provider, or specialty.

<sup>1</sup>Continuously accredited by the Accreditation Association for Ambulatory Health Care (AAAHC) since 1990. Kaiser Permanente Dental is the only AAAHC-accredited dental home in the Northwest, and the third in the nation to achieve dental home accreditation. <https://www.aaahc.org/>

<sup>2</sup>According to the Press Ganey survey for January 2021–December 2021.

<sup>3</sup>Calculated by average service years across all dentists.

# INTEGRATED CARE

## TOTAL HEALTH

We believe that dental health is an important part of your overall health because poor dental health can cause serious 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 network. We can help identify potential physical conditions before they become serious health issues. And we can help you prevent tooth decay and gum disease, which can contribute to physical illness.

Our comprehensive electronic medical and dental record system gives Kaiser Permanente Dental providers access to your relevant 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, helping provide coordinated care. This helps save 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 patients preparing for certain medical procedures or surgeries. It's through our fully integrated health care network that we are able to help provide you with the right care at the right time.

Plus, with many of our dental offices located in or near our medical offices, it's faster and easier to take care of your total health in one stop. You can save a trip by taking care of minor medical needs, like flu shots or vaccinations, during your dental appointment.\*

### We've got you covered

Our integrated dental, medical, and insurance services help make health care management easier for you. They provide you with a long-term approach to total health and well-being, which ultimately can translate to cost savings for you.

# QUALITY WITH A PREVENTIVE FOCUS

## QUALITY ASSURANCE

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

Our dentists value the daily interactions, camaraderie, and professional growth that a group practice offers, with the goal of higher quality of care from the sharing of ideas.

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

## Evidence-based dentistry

Evidence-based dentistry uses scientific research to guide treatment decisions, resulting in better outcomes for our members. The goal is to shift dental services from treating the effects of disease toward preventing, monitoring, and reversing disease.

\*When you have both Kaiser Permanente medical and dental coverage. Medical services are available at select dental locations.



# OTHER CONVENIENT SERVICES

## Orthodontics

We offer a variety of orthodontic options, including traditional metal braces and Invisalign®.

## Dental implants

When restoration isn't possible, dental implants are a base for individual replacement teeth, bridges, or dentures. We offer implant services at select dental offices.

## 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 or our mail-order pharmacy to fill prescriptions written by our dentists and doctors whether or not you have a prescription drug benefit with us. There's always a pharmacist available 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:

- Talk with a wellness coach at no additional cost
- Health education classes
- Health services and tools at [kp.org/healthengagement](https://kp.org/healthengagement)

## Virtual dentistry

A virtual visit with a dentist may cover your dental history, assess the severity of the concern, and provide recommendations and next steps. Services include:

- Telephone advice 24 hours a day, 7 days a week
- Telephone visits<sup>1</sup>
- Video visits<sup>1,2</sup>
- Dental advice email on [kp.org](https://kp.org) and the Kaiser Permanente app<sup>3</sup>
- The ability to email photos through [kp.org](https://kp.org) and Kaiser Permanente app<sup>3</sup>

**Our integrated dental, medical, pharmacy, and insurance services help make health care management easier for you.**

## The Comfort Menu

To ensure you're as comfortable as possible during your visit, our Comfort Menu offers a list of items to help you relax:

- Pillow
- Earplugs
- Headphones/earbuds
- Squeeze ball
- Blanket (heated based on your preferences)
- Lip moisturizer
- Moist towelette

<sup>1</sup>When appropriate and available. These features are available when you get care at Kaiser Permanente facilities. If you travel out of state, phone appointments and video visits may not be available due to state laws that may prevent doctors from providing care across state lines. Laws differ by state.

<sup>2</sup>To have a video visit, members must be registered on [kp.org](https://kp.org) and have a camera-equipped computer or mobile device.

<sup>3</sup>Available to members with both Kaiser Permanente medical and dental coverage. To use the Kaiser Permanente app, you must be a Kaiser Permanente member registered on [kp.org](https://kp.org).

# HOW TO MAKE APPOINTMENTS

## VISIT US ONLINE

For more information visit [kp.org/dental/nw](http://kp.org/dental/nw).

Most of our dental offices are open Monday through Friday. We also offer Saturday hours for hygienist services. Go to [kp.org/facilities](http://kp.org/facilities) for the latest hours. To make an appointment, please call our Appointment Center at **1-800-813-2000 (TTY 711)**.

When you call, let the member assistant know what type of appointment you need, and please have your Kaiser Permanente 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 within 6 months of when their first tooth comes in or by age 1.

When you call to make your first appointment, please let us know if you would like to share dental X-rays from your previous dentist with us.

Depending on factors such as image quality and how recently the X-rays were taken, we may be able to use them. Dental X-rays are proven safe and are necessary for us to do a comprehensive assessment of your oral health.

## URGENT AND EMERGENCY CARE

Emergency and urgent dental care is available 24 hours a day, 7 days a week.

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.

## 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.

## Our Appointment Center

Call the Appointment Center to:

Make appointments.

Verify or cancel appointments.\*

Ask about eligibility.

Get advice or arrange to be seen for a dental emergency.

Ask about benefits.

Get information about dental offices, including directions.

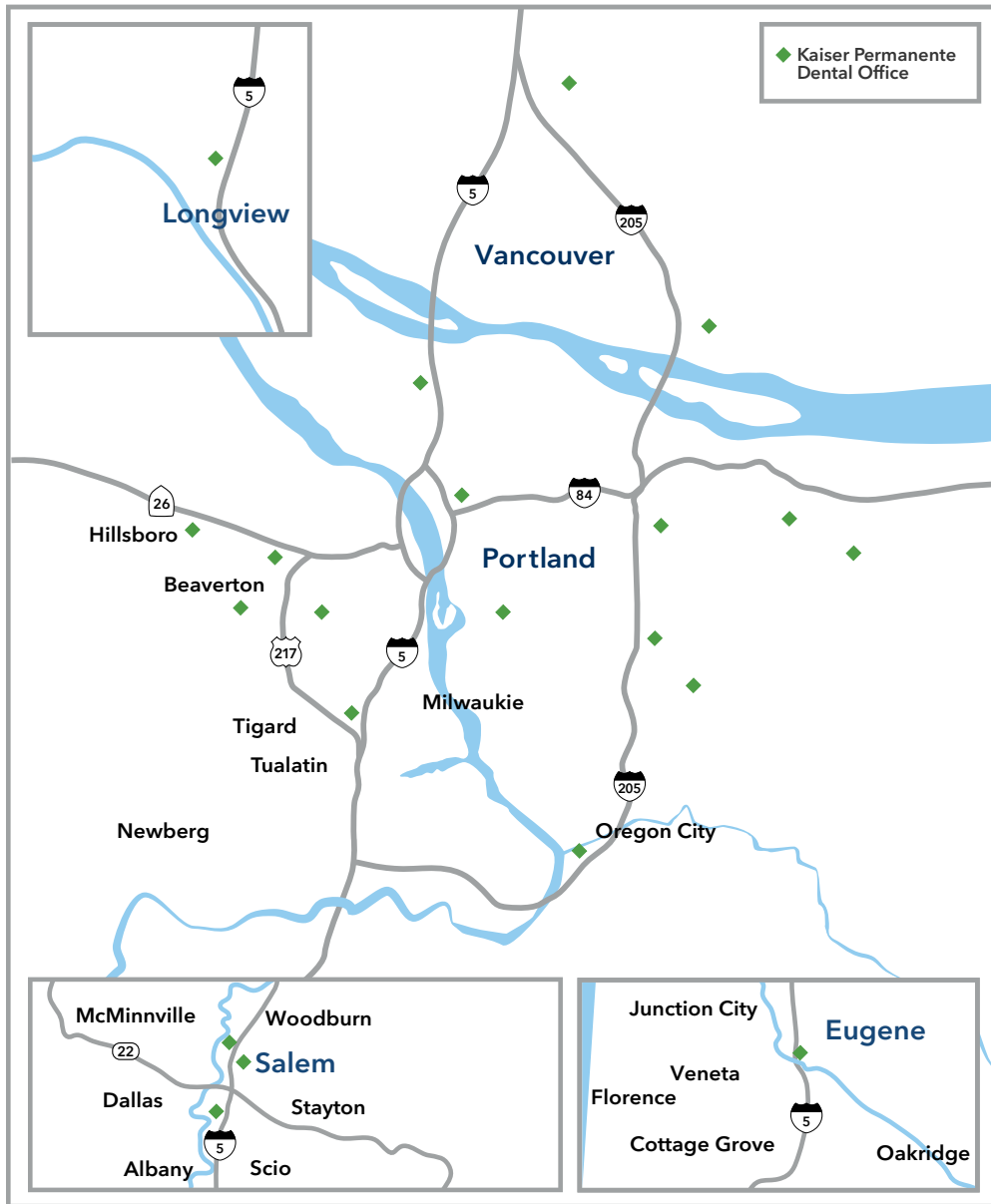
Hours are 6:30 a.m. to 6 p.m. Monday through Friday and 7:30 a.m. to 4 p.m. Saturday.

Appointments..... **1-800-813-2000**

TTY ..... **711**

\*If you need to cancel your appointment, we ask that you do so at least 24 hours in advance. If you do not cancel prior to your appointment time, you may be charged a \$25 fee by your provider.

# WHERE TO GET DENTAL CARE



Go to [kp.org/locations](https://kp.org/locations) to see all our current locations and to find the facility closest to you. Or call Member Services at **1-800-813-2000 (TTY 711)**.

# WHERE TO GET DENTAL CARE

## Dental facilities

### Portland-area dental offices

- ◆ Aloha Dental Office  
17675 SW Tualatin Valley Hwy.  
Beaverton, OR 97003
- ◆ Beaverton Dental Office<sup>1,2</sup>  
4855 SW Western Ave.  
Beaverton, OR 97005
- ◆ Cedar Hills Dental Office<sup>1,2</sup>  
12450 SW Walker Rd.  
Beaverton, OR 97005
- ◆ Clackamas Dental Office  
10209 SE Sunnyside Road  
Clackamas, OR 97015
- ◆ Eastmoreland Dental Office  
5025 SE 28th Ave.  
Portland, OR 97202
- ◆ Glisan Dental Office<sup>2</sup>  
10102 NE Glisan St.  
Portland, OR 97220
- ◆ Grand Avenue Dental Office  
1314 NE Grand Ave.  
Portland, OR 97232
- ◆ Gresham Dental Office  
360 NW Burnside St.  
Gresham, OR 97030
- ◆ Kaiser Permanente Dental  
at Johnson Creek  
9300 SE 91st Ave., Ste. 310  
Happy Valley, OR 97086
- ◆ North Interstate Dental Office  
7201 N. Interstate Ave.  
Portland, OR 97217
- ◆ Oregon City Dental Office  
1900 McLoughlin Blvd., Suite 68  
Oregon City, OR 97045
- ◆ Rockwood Dental Office  
822 NE 181st Ave.  
Portland, OR 97230

- ◆ Tanasbourne Dental Office<sup>1,2</sup>  
10315 NE Tanasbourne Drive  
Hillsboro, OR 97124
- ◆ Tigard Dental Office  
7105 SW Hampton St.  
Tigard, OR 97223

### Vancouver-area dental offices

- ◆ Cascade Park Dental Office<sup>1</sup>  
12711 SE Mill Plain Blvd.  
Vancouver, WA 98684
- ◆ Salmon Creek Dental Office<sup>1</sup>  
14406 NE 20th Ave.  
Vancouver, WA 98686

### Salem-area dental offices

- ◆ Kaiser Permanente Dental  
at Keizer Station  
5910 Ulali Dr.  
Keizer, OR 97303
- ◆ North Lancaster Dental Office<sup>1</sup>  
2300 Lancaster Drive NE  
Salem, OR 97305
- ◆ Skyline Dental Office<sup>1</sup>  
5135 Skyline Road S.  
Salem, OR 97306

### Longview-area dental office

- ◆ Longview-Kelso Dental Office<sup>1</sup>  
1230 Seventh Ave.  
Longview, WA 98632

### Lane County dental office

- ◆ Valley River Dental Office  
1011 Valley River Way  
Eugene, OR 97401

<sup>1</sup>These facilities are co-located with a medical facility.

<sup>2</sup>These offices have a nurse on staff for added convenience.



## **Nondiscrimination Notice**

Kaiser Foundation Health Plan of the Northwest (Kaiser Health Plan) complies with applicable federal and state civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, sex, gender identity, or sexual orientation. Kaiser Health Plan does not exclude people or treat them differently because of race, color, national origin, age, disability, sex, gender identity, or sexual orientation. We also:

- Provide no cost aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats, such as large print, audio, and accessible electronic formats
- Provide no cost language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need these services, call Member Services at **1-800-813-2000** (TTY: **711**).

If you believe that Kaiser Health Plan has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, sex, gender identity, or sexual orientation, you can file a grievance with our Civil Rights Coordinator, by mail, phone, or fax. If you need help filing a grievance, our Civil Rights Coordinator is available to help you. You may contact our Civil Rights Coordinator at: Member Relations Department, Attention: Kaiser Civil Rights Coordinator, 500 NE Multnomah St. Ste 100, Portland, OR 97232-2099, Phone: **1-800-813-2000** (TTY: **711**), Fax: **1-855-347-7239**.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue SW, Room 509F, HHH Building, Washington, DC 2020, Phone: 1-800-368-1019, TDD: 1-800-537-7697. Complaint forms are available at [www.hhs.gov/ocr/office/file/index.html](http://www.hhs.gov/ocr/office/file/index.html).

### **For Washington Members**

You can also file a complaint with the Washington State Office of the Insurance Commissioner, electronically through the Office of the Insurance Commissioner Complaint portal, available at <https://www.insurance.wa.gov/file-complaint-or-check-your-complaint-status>, or by phone at 1-800-562-6900, or 360-586-0241 (TDD). Complaint forms are available at <https://fortress.wa.gov/oic/onlineservices/cc/pub/complaintinformation.aspx>.

## Help in Your Language

**ATTENTION:** If you speak English, language assistance services, free of charge, are available to you. Call **1-800-813-2000** (TTY: **711**).

**አማርኛ (Amharic) ማስታወሻ:** የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያግዝዎት ተዘጋጅተዋል። ወደ ሚከተለው ቁጥር ይደውሉ **1-800-813-2000** (TTY: **711**)።

**العربية (Arabic) ملحوظة:** إذا كنت تتحدث العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم **1-800-813-2000** (TTY: **711**).

**中文 (Chinese) 注意:** 如果您使用繁體中文，您可以免費獲得語言援助服務。請致電**1-800-813-2000** (TTY: **711**)。

**فارسی (Farsi) توجه:** اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با **1-800-813-2000** (TTY: **711**) تماس بگیرید.

**Français (French) ATTENTION:** Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le **1-800-813-2000** (TTY: **711**).

**Deutsch (German) ACHTUNG:** Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: **1-800-813-2000** (TTY: **711**).

**日本語 (Japanese) 注意事項:** 日本語を話される場合、無料の言語支援をご利用いただけます。**1-800-813-2000** (TTY: **711**) まで、お電話にてご連絡ください。

**ខ្មែរ (Khmer) ប្រយ័ត្ន:** បើសិនជាអ្នកនិយាយភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតល្អល្អ គឺអាចមានសំរាប់បំរើអ្នក។ ចូរ ទូរស័ព្ទ **1-800-813-2000** (TTY: **711**)។

**한국어 (Korean) 주의:** 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. **1-800-813-2000** (TTY: **711**) 번으로 전화해 주십시오.

**ລາວ (Laotian) ໂປດຊາບ:** ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທ 1-800-813-2000 (TTY: **711**).

**Afaan Oromoo (Oromo) XIYEEFFANNAA:** Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa **1-800-813-2000** (TTY: **711**).

**ਪੰਜਾਬੀ (Punjabi) ਧਿਆਨ ਦਿਓ:** ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਭਾਸ਼ਾ ਵਿੱਚ ਸਹਾਇਤਾ ਸੇਵਾ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਧ ਹੈ। **1-800-813-2000** (TTY: **711**) 'ਤੇ ਕਾਲ ਕਰੋ।

**Română (Romanian) ATENȚIE:** Dacă vorbiți limba română, vă stau la dispoziție servicii de asistență lingvistică, gratuit. Sunați la **1-800-813-2000** (TTY: **711**).

**Русский (Russian) ВНИМАНИЕ:** если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните **1-800-813-2000** (TTY: **711**).

**Español (Spanish) ATENCIÓN:** si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-800-813-2000** (TTY: **711**).

**Tagalog (Tagalog) PAUNAWA:** Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa **1-800-813-2000** (TTY: **711**).

**ไทย (Thai) เรียน:** ถ้าคุณพูดภาษาไทย คุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร **1-800-813-2000** (TTY: **711**).


**Українська (Ukrainian) УВАГА!** Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної служби мовної підтримки. Телефонуйте за номером **1-800-813-2000** (TTY: **711**).

**Tiếng Việt (Vietnamese) CHÚ Ý:** Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số **1-800-813-2000** (TTY: **711**).



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

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

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