

# Your dental health is our cause



DENTAL CHOICE (PPO)



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



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

# All the options and then some

## Unparalleled choice

Dental Choice (PPO) has all the advantages of other preferred provider dental plans on the market. With Dental Choice (PPO), you can:

- **See any dentist you want.** Our Dental Choice (PPO) covers care from any licensed dentist. So if you want to stay with your current dentist, you're already covered.
- **Find a great dentist.** Need a new dentist? We can help. Dentists in our network must meet rigorous standards before they can join. Our dentists combine personalized care with the best available scientific research on prevention and treatment.
- **Save money.** You'll pay lower out-of-pocket costs when you see a participating dentist.
- **Get care when traveling.** With more than 200,000 network dentists nationwide at over 440,000 locations, you can find a participating provider almost anywhere. Or you can see a nonparticipating dentist if you wish.
- **Get care without a referral.** You won't need a referral to see an oral surgeon, periodontist, or other specialist. (However, some individual specialists may not see patients without a referral from a general dentist.)

	Sarah In-Network	Julie Out-of-Network
Dentist charges	\$550	\$750
Kaiser Permanente dental plan pays 50%	-\$275 (Kaiser Permanente in-network fee applies)	-\$375
Out-of-pocket costs	\$275	\$375

Dentists have different policies, hours of operation, and procedures for accepting new patients and making appointments. Some charge fees for emergency appointments or missed appointments. These fees are not covered by this plan and should be discussed with your dentist and/or dental office staff.

## Frequently asked questions

### How many dentists are in the Dental Choice network?

Dental Choice has more than 200,000 participating dentists nationwide at over 440,000 locations. Or find a dentist closer to home with your choice of more than 6,000 dentists in Oregon and Washington (including those in Kaiser Permanente dental facilities). This includes more than 50,000 specialists. Participating dentists also agree to accept negotiated discounts as payment in full. This means you will have no balance billing for any covered services you receive from a participating provider.

### Do I have to use a network dentist to receive benefits?

No, you can visit any licensed dentist and still receive your dental benefit. However, you will receive the highest level of benefits available in your group's program by choosing an in-network dentist. When you visit a participating dentist, you have the opportunity to maximize your benefit plan with access to negotiated network fees, resulting in lower out-of-pocket expense.

### How do I locate participating dentists?

To find a participating dentist, visit [kp.org/dental/nw/ppo](https://kp.org/dental/nw/ppo). You may also call Dental Choice Customer Service toll-free at **1-866-653-0338**. Hours of operation are Monday through Friday, 7 a.m. to 7 p.m. Pacific time, except major holidays.

Available online features:

- Print, view, share, or request an ID card.
- Find a network dentist.
- Review deductible and out-of-pocket status.
- Access your claims and explanation of benefits.
- Access forms.
- 24-hour-a-day ability to email Customer Service with questions.

### Online Member Portal

Sign up for the online member portal to easily access and manage your dental care online.

### Where to sign up depends on where you receive care:

1. **If you visit a Kaiser Permanente Dental facility**
  - Sign up at [kp.org](https://kp.org)
  - Or call our Appointment Center at **1-800-813-2000**. For TYY, call **711**. For language interpretation services, call **1-800-324-8010**.
2. **If you visit a PPO Dental Choice provider outside of our KP facilities**

*(This applies to both PPO and HMO members)*

- Sign up at [kp.org/dental/nw/ppo](https://kp.org/dental/nw/ppo)

*(Go to Member Resources)*



### **I already have a personal dentist. Can I still see them?**

Yes, you may see any dentist you choose. However, you'll receive the highest level of benefits if you choose a participating provider. When you visit a participating dentist, you pay your share of negotiated fees. This means lower out-of-pocket costs.

### **The dentist I want to use does not participate in your network. Is there anything I can do to encourage them to participate?**

Yes, our dental network may add a dentist if the dentist meets our credentialing standards. Please have your benefit administrator contact the Kaiser Permanente Dental Choice team for more information.

### **Can dependents visit a different dentist than I do?**

Yes, dependents have the freedom to choose any dentist.

### **Can I change dentists?**

Yes, you may change dentists as many times as you like. However, we encourage you to find a personal dentist you feel comfortable with and want to stay with. Your dentist will become familiar with your dental history and needs.

### **How do I get reimbursed if I visit a nonparticipating dentist?**

If you see a nonparticipating dentist, you may need to pay the entire bill at the time of the visit. The charges could be higher than what you would pay for the same service from a participating provider. You or your dentist must submit a claim form to Kaiser Permanente Dental Choice. We will send you an explanation of your benefits and reimbursement, according to your plan. If you have questions about claims or benefits, please call Customer Service toll-free at **1-866-653-0338**.



## **QUICK REFERENCE NUMBERS AND WEBSITES**

You can find answers to many questions on our website, [kp.org/dental/nw/ppo](http://kp.org/dental/nw/ppo). You may also call Customer Service toll-free at **1-866-653-0338**, Monday through Friday, 7 a.m. to 7 p.m.

To make an appointment at one of our dental offices, call our appointment center at **1-800-813-2000 (TTY 711)**.

### **What is a negotiated network fee?**

A negotiated network fee refers to a discounted schedule that participating in-network dentists agree to accept as payment in full for services rendered. All in-network dentists have agreed to accept the negotiated fees as payment in full for covered services rendered, and there is no balance billing.

### **Do you require prior authorization for any services?**

Your dentist must submit a request for prior authorization. This typically applies to major services such as crowns, bridges, dentures, periodontal services, and oral surgery. For periodontal scaling and root planing, your dentist must send the treatment plan and necessary X-rays or periodontal charting to Kaiser Permanente Dental Choice. The mailing address is:

Kaiser Permanente Dental Choice  
P.O. Box 6927  
Columbia, SC 29260

A representative will review the procedure or procedures and send a response to you and your dentist.

### **Can I find out in advance how much a service will cost me out of pocket? Can I get an estimate of what will be covered?**

Yes, you or your provider may request a pretreatment estimate to find out what your benefits will be. We'll send both you and your provider an estimate that shows what services will be covered and at what level.



### **What happens after I fill out my enrollment form? How will I know when I can start using my coverage?**

You will be eligible for coverage starting on your group's effective date. Check with your group's benefits administrator to find out the date. We will send a welcome packet with information on how to use your coverage. It will also include ID cards for the enrolled members of your family. Your Dental Choice (PPO) *Evidence of Coverage*, which explains your plan, will be mailed separately.

### **Do I need an ID card to receive services?**

No, you do not need to show your ID card to receive services. You can tell your dentist that you are enrolled in the Dental Choice (PPO) plan. Your dentist can call **1-866-653-0338** for verification. However, we encourage you to carry your ID card for your and your provider's convenience.

### **If I have questions about my plan, who should I call?**

Call **1-866-653-0338** for any question regarding your PPO plan.





## Kaiser Permanente emergency dentist virtual visits

Kaiser Permanente Dental Choice PPO members can receive 24/7 virtual dental care through Teledentistry.com – Virtual Visits when your dentist is not available.

### Use Teledentistry.com – Virtual Visits when you:





- are having a dental emergency and do not have a dentist,
- need access to a dentist after hours, or
- need to consult a dentist without leaving home or while traveling.

Teledentistry is already included in your existing dental coverage.

Call 24/7 at **866-724-0623** to start your virtual visit.


## Example Dental Choice ID card:

**Dental Choice (PPO) Benefit Plan**  
 Group #: [GRPNUM]  
 Group Name: [GRPNAME]

Subscriber Name: SAMPLE NAME  
 Subscriber Health Record Number: KP12345678

Electronic Claims Payer ID#: RP073



**Kaiser Permanente  
 Insurance Program Support Center**  
 Website: [www.kp.org/dental/nw/ppo](http://www.kp.org/dental/nw/ppo)  
(PPO members log in to your benefit portal to view plan information, request an ID card, find a network provider, and more.)  
**1-866-653-0338**

Claims may be submitted electronically by using Payer ID RP073.

**Provider:** Submit claims to: Kaiser Permanente Dental Choice, PO Box 6927, Columbia, SC 29260. This card is for identification only. It is not a guarantee of eligibility or benefits. To verify the coverage shown for the person on this card, please call 1-866-653-0338 or visit [www.kp.org/dental/nw/ppo/providers](http://www.kp.org/dental/nw/ppo/providers). Certain services require prior authorization. For a complete list visit, [kp.org/dental/nw/ppo](http://kp.org/dental/nw/ppo).

Provider Portal:  
[www.kp.org/dental/nw/ppo/providers](http://www.kp.org/dental/nw/ppo/providers)  
 Underwritten by Kaiser Foundation Health Plan of the Northwest



This brochure is not a contract. Plan details are provided in the *Evidence of Coverage (EOC)*. To obtain an *EOC* for a particular plan, contact Member Services. Member Services is available Monday through Friday, 8 a.m. to 6 p.m. From Portland, call **503-813-2000**. From all other areas, call **1-800-813-2000**. For TTY, call **711**. For language interpretation services, call **1-800-324-8010**.



## 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, exclude people or treat them differently on the basis of race, color, national origin (including limited English proficiency), age, disability, or sex (including sex characteristics, intersex traits; pregnancy or related conditions; sexual orientation; gender identity, and sex stereotypes).

Kaiser Health Plan:

- Provides people with disabilities reasonable modifications and free appropriate auxiliary aids and services to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats, such as large print, audio, braille, and accessible electronic formats
- Provides 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., Suite 100  
Portland, OR 97232-2099  
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 20201  
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 including appropriate auxiliary aids and services, free of charge, are available to you. Call **1-800-813-2000** (TTY: **711**).

**አማርኛ (Amharic) ትኩረት:** አማርኛ የሚናገሩ ከሆነ ተገቢ የሆኑ ረዳት መርጃዎችን እና አገልግሎቶችን ጨምሮ የቋንቋ እርዳታ አገልግሎቶች በነጻ ይገኛሉ። በ **1-800-813-2000** ይደውሉ (TTY: **711**)።

**العربية (Arabic) تنبيه:** إذا كنت تتحدث العربية، تتوفر لك خدمات المساعدة اللغوية بما في ذلك من وسائل المساعدة والخدمات المناسبة بالمجان. اتصل بالرقم **1-800-813-2000** (TTY: **711**).

**中文 (Chinese) 注意事項:** 如果您說中文，您可獲得免費語言協助服務，包括適當的輔助器材和服務。致電**1-800-813-2000** (TTY: **711**)。

**فارسی (Farsi) توجه:** اگر به زبان فارسی صحبت می‌کنید، «تسهیلات زبانی»، از جمله کمک‌ها و خدمات پشتیبانی مناسب، به صورت رایگان در دسترس‌تان است با **1-800-813-2000** (تلفن متنی): **711** تماس بگیرید.

**Français (French) ATTENTION :** si vous parlez français, des services d'assistance linguistique comprenant des aides et services auxiliaires appropriés, gratuits, sont à votre disposition. Appelez le **1-800-813-2000** (TTY: **711**).

**Deutsch (German) ACHTUNG:** Wenn Sie Deutsch sprechen, steht Ihnen die Sprachassistentz mit entsprechenden Hilfsmitteln und Dienstleistungen kostenfrei zur Verfügung. Rufen Sie **1-800-813-2000** an (TTY: **711**).

**日本語 (Japanese) 注意 :** 日本語を話す場合、適切な補助機器やサービスを含む言語支援サービスが無料で提供されます。 **1-800-813-2000**までお電話ください (TTY: **711**)。

**ខ្មែរ (Khmer) យកចិត្តទុកដាក់:** បើអ្នកនិយាយខ្មែរ សេវាជំនួយភាសា រួមទាំងជំនួយនិងសេវាសម្រួល ដោយឥតគិតថ្លៃ មានចំពោះអ្នក។ ហៅ **1-800-813-2000** (TTY: **711**)។

**한국어 (Korean) 주의:** 한국어를 구사하실 경우, 필요한 보조 기기 및 서비스가 포함된 언어 지원 서비스가 무료로 제공됩니다. **1-800-813-2000**로 전화해 주세요 (TTY: **711**).

**ລາວ (Laotian) ເອົາໃຈໃສ່:** ຖ້າທ່ານເວົ້າພາສາລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ ລວມທັງອຸປະກອນ ແລະ ການບໍລິການຊ່ວຍເຫຼືອທີ່ເໝາະສົມ ຈະມີໃຫ້ທ່ານໂດຍບໍ່ເສຍຄ່າ. ໂທ **1-800-813-2000** (TTY: **711**).

**Afaan Oromoo (Oromo) XIYYEEFFANNOO:** Yoo Afaan Oromo dubbattu ta'e, Tajaajila gargaarsa afaanii, gargaarsota dabalataa fi tajaajiloota barbaachisoo kaffaltii irraa bilisa ta'an, isiniif ni jira. **1-800-813-2000** irratti bilbilaa (TTY:- **711**)

**ਪੰਜਾਬੀ (Punjabi) ਧਿਆਨ ਦਿਓ:** ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਧ ਭਾਸ਼ਾ ਸਹਾਇਤਾ ਸੇਵਾਵਾਂ, ਜਿਨ੍ਹਾਂ ਵਿੱਚ ਯੋਗ ਸਹਾਇਕ ਸਹਾਇਤਾਵਾਂ ਅਤੇ ਸੇਵਾਵਾਂ ਸ਼ਾਮਲ ਹਨ। ਕਾਲ ਕਰੋ **1-800-813-2000** (TTY:- **711**)।

**Română (Romanian) ATENȚIE:** Dacă vorbiți română, vă sunt disponibile gratuit servicii de asistență lingvistică, inclusiv ajutoare și servicii auxiliare adecvate. Sunați la **1-800-813-2000** (TTY: **711**).

**Русский (Russian) ВНИМАНИЕ!** Если вы говорите по-русски, вам доступны бесплатные услуги языковой поддержки, включая соответствующие вспомогательные средства и услуги. Позвоните по номеру **1-800-813-2000** (TTY: **711**).

**Español (Spanish) ATENCIÓN:** Si habla español, tiene a su disposición servicios de asistencia lingüística que incluyen ayudas y servicios auxiliares adecuados y gratuitos. Llame al **1-800-813-2000** (TTY: **711**).

**Tagalog (Tagalog) PAALALA:** Kung nagsasalita ka ng Tagalog, available sa iyo ang serbisyo ng tulong sa wika kabilang ang mga naaangkop na karagdagang tulong at serbisyo, nang walang bayad. Tumawag sa **1-800-813-2000** (TTY: **711**).

**ไทย (Thai) โปรดทราบ:** หากท่านพูดภาษาไทย ท่านสามารถขอรับบริการช่วยเหลือด้านภาษา รวมทั้งเครื่องช่วยเหลือและบริการเสริมที่เหมาะสมได้ฟรี โทร **1-800-813-2000** (TTY: **711**).

**Українська (Ukrainian) УВАГА!** Якщо ви володієте українською мовою, вам доступні безкоштовні послуги з мовної допомоги, включно із відповідною додатковою допомогою та послугами. Зателефонуйте за номером **1-800-813-2000** (TTY: **711**).

**Tiếng Việt (Vietnamese) CHÚ Ý:** Nếu bạn nói tiếng Việt, bạn có thể sử dụng các dịch vụ hỗ trợ ngôn ngữ miễn phí, bao gồm các dịch vụ và phương tiện hỗ trợ phù hợp. Xin gọi **1-800-813-2000** (TTY: **711**).



Information in the brochure was accurate at the time of production.  
Details may have changed since publication.

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

