



COVID-19 Dental Services Update

Updated March 19, 2020

What is happening?

- Dental offices across all CCO regions and dental plan partner organizations (DCOs) are only scheduling members for urgent or emergency dental care.
 - Urgent or emergent care includes severe pain, swelling and infection, bleeding and dental trauma.
- Routine dental care (such as exams, cleanings, fillings, non-urgent extractions, non-urgent root canals, etc.) will not be provided by most dental offices.
 - Routine dental appointments have been canceled and may not be rescheduled at this time.
 - Routine new patient appointments are postponed.

Why are dentists not providing routine (non-urgent) care right now?

- Effective March 16, 2020, the American Dental Association issued national recommendations to protect the health and safety of members/patients, the general public and dental provider teams.
- Oregon's Governor, Kate Brown, issued orders this week to discontinue all non-urgent/emergent dental care. At the federal level, the Center for Medicare and Medicaid Services (CMS) has issued the same recommendation.
- These recommendations include discontinuing the provision of non-urgent dental care.
- Many dental procedures create an aerosol that make the dental office an increased risk for transmission of COVID-19.
- By limiting services to urgent care only, dental providers can still care for patients with urgent needs who may otherwise seek services in an emergency department.
- There is a national shortage of personal protective equipment (PPE), such as masks, for medical and dental providers to use. Discontinuing non-urgent dental care helps to conserve these needed supplies for the medical providers who will need them in the coming weeks.

When will routine care resume?

- This is an evolving situation, so we are unsure when routine care will resume. CareOregon is monitoring the situation and will keep you informed of any changes.
- Future decisions and recommendations will be based on reassessment and guidance from state and federal agencies. No timeline is currently available.

What can I do to help members?

- Let them know that we know this is an inconvenience, but that these procedures are being implemented in the interest of public health and safety. Routine dental care visits will resume once national recommendations indicate it is safe to do so.
- All dental plan partners have the ability to provide urgent dental care. Please direct members to their assigned dental plan.
 - All dental plans have care coordination teams in place to solve specific issues for members on a case-by-case basis.
 - Members should call their current dental provider for urgent dental care.