

The future of dental health is taking shape



SUMMARY OF DENTAL SERVICES



kp.org/dental



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

Coordinated Dental Care and Coverage

IN OREGON AND SOUTHWEST WASHINGTON

Kaiser Permanente Dental is recognized as the leader in providing high-quality, patient-centered, comprehensive care, according to the Accreditation Association for Ambulatory Health Care (AAAHC).¹ Our top-notch dentists work together with our doctors, as part of the same system, to deliver quality care to members.

THE KAISER PERMANENTE DENTAL **DIFFERENCE**

WHY KAISER PERMANENTE?

For over 50 years, Kaiser Permanente Northwest has been helping our members thrive with healthy smiles and dental care that connects seamlessly to their health plans. Prevention is at the core of our philosophy, and we want to help you achieve and maintain a healthy smile. We combine dental, medical, pharmacy, and insurance services in one easy-to-use package to help make health care simpler and more convenient.

KNOW WHAT'S IMPORTANT

Quality dental care

Our Oregon and Southwest Washington dental group has more than 160 general dentists, pediatric dentists, orthodontists, periodontists, oral surgeons, endodontists, and prosthodontists – and you can choose to see any of them. Our coverage options and high-quality care allow us to deliver you an outstanding service experience. In fact, 94% of our members would recommend us to family and friends.²

Convenience

With 21 dental offices in the Portland metro area, Southwest Washington, Longview, Salem, and Eugene, there's sure to be one near you. Plus, you can often take care of minor medical needs, like flu shots or other vaccinations, during your dental appointment.³

Total health solutions

Your oral health – the health of your teeth and gums – affects your overall health, medical costs, and quality of life. That's why our medical and dental teams work together to help protect the total health of our members.

- An infection in the mouth may trigger up to 50% of heart attacks.⁴
- Gum disease can increase colorectal cancer risk by almost 50%.⁵
- If you're pregnant, gum disease can increase the risk of early labor by 45%.⁶

Shared health records mean our dentists see when members are due for medical screenings and can even help schedule their appointments right away, which can lead to early detection if there is a problem.

¹Continuously 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.

²According to The Press Ganey Survey for January 2024–December 2024. ³Available at select locations. Member must be enrolled on a Kaiser Permanente dental and medical plan. ⁴According to the American Heart Association, <https://www.heart.org/en/news/2018/11/28/infections-may-be-a-trigger-for-heart-attack-stroke> ⁵According to the American Association of Cancer Research, <https://aacrjournals.org/cancerpreventionresearch/article/13/8/699/47350/Periodontal-Disease-Tooth-Loss-and-Risk-of> ⁶According to the Oral Health Foundation, <https://www.dentalhealth.org/news/study-highlights-link-between-gum-disease-and-premature-labour>



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 care¹ – and we're the only dental practice in the Pacific Northwest to meet this rigorous standard.

PATIENT SATISFACTION

Ninety-four percent of our members would recommend us to family and friends.² 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.³ 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.

¹Continuously 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>. ²According to the Press Ganey survey for January 2024–December 2024. ³Calculated by average service years across all dentists.

OTHER CONVENIENT SERVICES

Orthodontics

We offer a variety of orthodontic options, including traditional metal braces and clear aligners.

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

Teledentistry

A teledentistry visit with a dental advice specialist 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
- Email advice through kp.org and the Kaiser Permanente app*
- The ability to email photos through kp.org and the Kaiser Permanente app*

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

*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.

HOW TO MAKE APPOINTMENTS

VISIT US ONLINE

For more information and to learn what to expect at your first appointment, visit kp.org/dental. Most of our dental offices are open Monday through Friday. We also offer Saturday hours. Go to kp.org/dental 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. Your dentist will also 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. Appointments..... 1-800-813-2000 TTY 711 <small>*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.</small> |

WHERE TO GET DENTAL CARE



◆ Kaiser Permanente Dental Office



Go to 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^{1,2}
4855 SW Western Ave.
Beaverton, OR 97005
- ◆ Cedar Hills Dental Office^{1,2}
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 Office²
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^{1,2}
10315 NE Tanasbourne Drive
Hillsboro, OR 97124
- ◆ Tigard Dental Office
7105 SW Hampton St.
Tigard, OR 97223

Vancouver-area dental offices

- ◆ Cascade Park Dental Office¹
12711 SE Mill Plain Blvd.
Vancouver, WA 98684
- ◆ Salmon Creek Dental Office¹
14406 NE 20th Ave.
Vancouver, WA 98686

Salem-area dental offices

- ◆ Kaiser Permanente Dental
at Keizer Station¹
5910 Ulali Dr.
Keizer, OR 97303
- ◆ North Lancaster Dental Office¹
2300 Lancaster Drive NE
Salem, OR 97305
- ◆ Skyline Dental Office¹
5135 Skyline Road S.
Salem, OR 97306

Longview-area dental office

- ◆ Longview-Kelso Dental Office¹
1230 Seventh Ave.
Longview, WA 98632

Lane County dental office

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

¹These facilities are co-located with a medical facility.

²These 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, 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**.

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/online services/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 រួមទាំងជំនួយនិងសេវាសមស្រប 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) ເລົ່າໃຈໃສ່: 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**).



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.

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

kp.org/dental

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