


PLAN OPERATIONS	 From DentaQuest			
	<i>Policy and Procedure</i>			
	Policy Name:	Policy and Procedure Protocol	Policy ID:	PLANCG-42
	Approved By:	Quality Assurance and Performance Improvement Committee	Last Revision Date:	04/15/2024
	States:	Oregon	Last Review Date:	04/26/2024
Application:	Medicaid	Effective Date:	04/27/2024	

PURPOSE

To provide a standardized process for developing, updating, reviewing, approving and distributing formal, written Dental Care Organization (DCO) policies and procedures when processes are initiated or modified.

POLICY

The Dental Care Organization (DCO) is responsible for updating current policies and procedures and developing new policies and procedures as appropriate to ensure regulatory and contractual compliance.

1. All policies will be developed, updated and reviewed by the DCO Policy Review Workgroup which includes the DCO’s Vice President, Plan Operations; Associate Director, Provider Relations and Plan Reporting; Director, Regulatory and Managed Care Compliance. The Workgroup will ensure the policies reflect current practices and align with applicable laws and regulations, and contractual requirements. All policies that are clinical in nature will also be reviewed by the Vice President of Dental Service or their designee, a licensed Oregon dentist.
2. Reviewed and revised policies will then be submitted to the Peer Review and Credentialing Committee, Quality Assurance and Performance Improvement Committee or Compliance Committee (as appropriate based on topic) for discussion, amendment and/or approval. Policy approval status will be documented in the respective Committee’s meeting minutes.
3. Once the policy is approved, it will be posted to the Advantage Secure Provider Portal and the DCO Compliance 360 Policy Management portal. DCO providers and staff will be notified of the new or updated policy via email notification and/or announcement within the Advantage Secure Provider Portal.
4. Annual review of policies will be documented in the Committee’s meeting minutes.

VERSION CONTROL:

DCO Policy and Procedures will be managed and tracked for version control using the company’s document management system (the “document manager”). The document manager will:

1. Ensure the date the Policy and Procedure is created or revised is identified on the policy and that the revision dates and dates noted in the history revision section of the Policy and Procedure match;
2. Assign existing Policy and Procedures to the DCO Policy Review Committee for initiation, revision and annual review protocols;
3. Document all changes to Policy and Procedure language among previous versions, subsequent drafts, and final approved versions;

4. Manage annual review protocols from initiation to completion, including final approval by the Peer Review and Credentialing Committee, Quality Assurance and Performance Improvement Committee or Compliance Committee, respectively.

Revision History

Date:	Description
06/14/2012	Approval and adoption.
06/06/2014	Updates based on annual review.
03/02/2015	Updates based on annual review.
02/23/2016	Updates based on annual review.
02/14/2017	Updates based on annual review.
03/12/2018	Updates based on annual review.
12/09/2019	Conversion to revised policy and procedure format and naming convention.
12/29/2020	Updates based on annual review.
11/11/2021	Updates based on annual review.
12/31/2022	Updates based on annual review.
11/13/2023	Updates based on annual review.
04/15/2024	Updates based on annual review.