

GOOD DENTAL HEALTH

IS EVERYTHING

SUMMARY OF DENTAL SERVICES

kp.org/dental/nw

KAISER PERMANENTE®  thrive

WELCOME TO KAISER PERMANENTE

Your mouth is home to your smile, and that's just the start. It's the source of nutrition and a defense against infection. 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 in total health, beginning with outstanding dental and oral care. That's why we hire some of the best dentists and hygienists. It's why every member gets a personalized prevention and treatment plan. And it's why dental preventive care is at the core of our dental care philosophy.

KNOW WHAT'S IMPORTANT

Choice

Your dentist and dental hygienist play an important role in keeping you healthy. When you call for your first appointment, we'll schedule you with a dentist and hygienist at the dental office you choose. After your appointment, you can let us know if you'd like that dentist and hygienist to be your personal dental care providers, or you may request different ones. If at any time you are not satisfied, you may change your dentist or dental hygienist.

Convenience

We have 16 dental offices in the Portland/Vancouver metro area, Longview, and Salem, so there's sure to be one near your home or work. Our dental group has pediatric dentists, orthodontists, periodontists, oral surgeons, endodontists, and prosthodontists, should you or a family member need to see a specialist. This makes specialist referrals and teamwork easy.

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 our system.

Our philosophy of care

We follow research that shows what dental practices work best. 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.

Quality

We set high standards for our dental professionals. For nearly two decades, we've received the highest level of accreditation from the Accreditation Association for Ambulatory Health Care (AAAHC). This means our dental program has met rigorous national standards. Currently we are the only dental practice in the Pacific Northwest that has AAAHC accreditation.

VISIT US ONLINE

For more information about dental plans and services, visit kp.org/dental/nw.

HERE'S TO YOUR DENTAL HEALTH

HOW TO MAKE APPOINTMENTS

Our dental offices are open Monday through Friday. We also offer Saturday hours for hygienist services and emergencies at most dental offices. To make an appointment, please call our Appointment Center.

When you call, let the member assistant know what type of appointment you need, and please have your member ID card handy. If you need routine dental care, your appointment will usually happen within four to six weeks of your request.

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 after the first teeth come in.

URGENT AND EMERGENCY CARE

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.

You pay \$25 in addition to any other copayments or coinsurance due when you receive emergency dental services or care for an urgent condition on the same or next business day.

WHEN YOU'RE AWAY FROM HOME

If you have a dental emergency outside of 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.

We want you to be able to get dental care and information from us whenever you need it, day or night.

Our Appointment Center

Call the Appointment Center to:

- Make appointments.
- Verify or cancel appointments.*
- Ask about eligibility.
- Receive advice or arrange to be seen for a dental emergency.*
- Ask about benefits.*
- Get information about dental offices, including directions.*

* Available 24 hours a day through our automated phone messaging system.

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

Portland..... 503-286-6868

Salem..... 503-370-4311

Vancouver..... 360-254-9158

Longview 360-575-4800

Language interpretation services:
Use the numbers above.

TTY (all areas)..... 1-800-735-2900

OTHER CONVENIENT SERVICES



Orthodontics

We offer orthodontic services at certain dental offices in Portland, Vancouver, and Salem. You'll need a referral from your dentist.

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

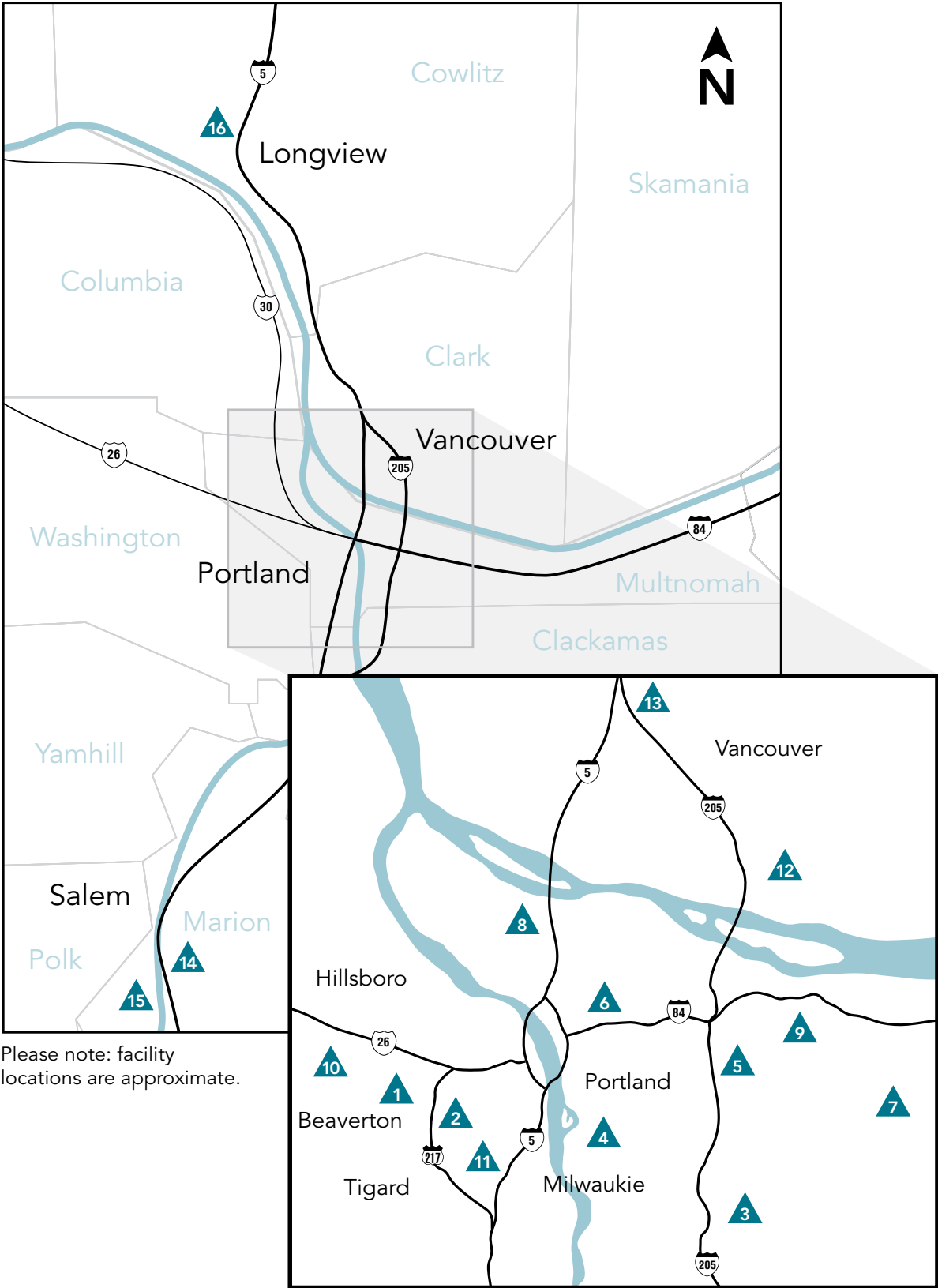
You may use the pharmacies in our medical offices to fill prescriptions written by our dentists and doctors whether or not you have a prescription drug benefit with us. Our prices are competitive, and there's always a pharmacist to answer questions. We accept cash, checks, and Visa, MasterCard, and Discover cards.

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:

- Free Talk With a Health Consultant service.
- Health education classes.
- Health services and tools at [kp.org](https://www.kp.org).

WHERE TO GET DENTAL CARE



Please note: facility locations are approximate.

PORTLAND-AREA DENTAL OFFICES

503-286-6868

- 1** Aloha Dental Office
17675 SW Tualatin Valley Hwy.
Beaverton, OR 97006
- 2** Beaverton Dental Office
4855 SW Western Ave.
Beaverton, OR 97005
- 3** Clackamas Dental Office
10209 SE Sunnyside Rd.
Clackamas, OR 97015
- 4** Eastmoreland Dental Office
5025 SE 28th Ave.
Portland, OR 97202
- 5** Glisan Dental Office
10102 NE Glisan St.
Portland, OR 97220
- 6** Grand Avenue Dental Office
1314 NE Grand Ave.
Portland, OR 97232
- 7** Gresham Dental Office
360 NW Burnside St.
Gresham, OR 97030
- 8** North Interstate Dental Office
7201 N Interstate Ave.
Portland, OR 97217
- 9** Rockwood Dental Office
822 NE 181st Ave.
Portland, OR 97230
- 10** Sunset Dental Office
19075 NW Tanasbourne Dr.
Hillsboro, OR 97124
- 11** Tigard Dental Office
7105 SW Hampton St.
Tigard, OR 97223

VANCOUVER-AREA DENTAL OFFICES

360-254-9158

- 12** Cascade Park Dental Office
12711 SE Mill Plain Blvd.
Vancouver, WA 98684
- 13** Salmon Creek Dental Office
14406 NE 20th Ave.
Vancouver, WA 98686

SALEM-AREA DENTAL OFFICES

503-370-4311

- 14** North Lancaster Dental Office
2300 Lancaster Dr. NE
Salem, OR 97305
- 15** Skyline Dental Office
5135 Skyline Rd. S
Salem, OR 97306

LONGVIEW-AREA DENTAL OFFICE

360-575-4800

- 16** Longview-Kelso Dental Office
1230 7th Ave.
Longview, WA 98632

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



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