

DENTAL FACILITY DIRECTORY

YOUR GUIDE TO CONNECTING TO CARE

**This directory applies to the following networks:
Classic Complete, Classic + Dental Choice,
Added Choice + Dental Choice, Dental, Dental Choice**

Go green! View or download the *Dental Facility Directory* at a time that is convenient for you. Go to kp.org/directory/nw.

To report provider directory inaccuracies, please call Member Services at 1-800-813-2000 or go to kp.org/webmanager.

The information contained in this directory is accurate as of the June, 2024 publication date. For the most up to date provider directory information, please contact Member Services at 1-800-813-2000 or visit kp.org/facilities.

smile.



WE'RE HERE WHEN YOU NEED US

Dental Appointment Center

When you have questions about your benefits or eligibility, need dental services, or need to make an appointment, call the Dental Appointment Center. Hours are 6:30 a.m. to 6 p.m., Monday through Friday and 7:30 a.m. to 4 p.m. on Saturday.

You can call 24 hours a day to:

- Cancel or verify appointments.
- Get information about our dental offices, including directions.
- Receive advice or arrange to be seen for a dental emergency.

When you call to make an appointment, please have your ID card handy. When you visit a dental office for care, please bring your ID card plus another form of photo ID.

All areas 1-800-813-2000 (toll free)

TTY 711

Need to cancel? Please give 24-hour notice

If you can't keep a dental appointment, please call by noon the day before your appointment to cancel. This allows us to give your appointment to another member. To cancel, call one of the Dental Appointment Center numbers above or 1-800-813-2000.

We want to make it easy for you to get the dental care and services you need at Kaiser Permanente. This book provides a quick reference for many of the things you need to know. Please take a few minutes to look it over. Your *Evidence of Coverage (EOC)* describes your benefits and other important information about your coverage. If you'd like to know more about the benefits specific to your plan, please see your *EOC*. Individuals and Families Dental Plan members, please see your Membership Agreement.

Urgent dental care

If you need urgent dental care, call the Dental Appointment Center. A representative will arrange for you to receive care as soon as possible.

See your *Evidence of Coverage (EOC)* and benefit summary for a description of your urgent dental care benefit. Examples of urgent dental care include treatment of toothaches, chipped teeth, broken fillings that cause irritation, and swelling around a tooth.

Need help deciding on a dentist?

Visit our online directory at kp.org/dental/nw/directory to see dentist photos, educational backgrounds, and biographies.

Help in your language

Interpreter services, including American Sign Language (ASL), are available during business hours at no additional cost to members. Many of our doctors also speak more than one language. Call 1-800-324-8010 (toll free), or 1-800-813-2000 (toll free) or 711 (TTY).

Emergency dental care

In a dental emergency, call the Dental Appointment Center for assistance or for arrangements to be seen for care. Emergency dental care involves treatment of sudden and unexpected conditions in or around the teeth and gums needing immediate attention.

Examples of emergency dental care include treatment of:

- Severe traumatic injury.
- Swelling that interferes with swallowing and/or breathing.
- Bleeding that does not stop.

For additional details on emergency dental care, see your *EOC*.

If you need emergency dental care or urgent dental care, there may be a fee, as shown in the benefit summary, in addition to any other applicable copayments or coinsurance. See your *EOC* and benefit summary for details.

After hours, ask to be connected to the advice nurse.

Members have a limited emergency benefit for services obtained outside the service area. See your *EOC* for details.

Additional services

Many of our dental offices offer denture services, orthodontic services, and cosmetic services. These services may require a referral or are not covered benefits. See your *EOC* for benefit information. Find out more about these services at kp.org/dental/nw or ask at your dental office.

Dental Choice PPO plan members

If you are on a Dental Choice PPO plan, some of the information in this directory may not apply to you. Dental Choice PPO plans have some requirements and restrictions that are different from our other dental plans. Please read your *EOC* to fully understand how your plan works. This directory does not include all of the providers for your plan. For a complete listing, go to kp.org/dental/nw to search our online directory or call 1-844-621-4577.

Member and patient rights and responsibilities

At Kaiser Permanente, we believe maintaining good dental health is a very important part of your well-being. Providing the quality health care necessary to maintain your good health requires a partnership between you and your health care professionals. You need information to make appropriate decisions about your care and lifestyle choices. Your health care professionals need your involvement to ensure you receive appropriate and effective health care. Mutual respect and cooperation are essential to this partnership.

When you're away from home

If you have a dental emergency outside the service area, go to the nearest dental care facility. You have limited coverage for qualifying emergency care. For more information about dental care benefits when you travel, see your *EOC* or call Member Services (see page 3).

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Note: The dental offices in this directory are subject to change. Go to kp.org/dental/nw/directory for a current listing or call Member Services at 1-800-813-2000.

Accessibility of medical offices and medical centers in this directory

All Kaiser Permanente facilities are accessible to members.

QUESTIONS OR CONCERNS

When you have a question or a concern about your care or service, please tell us right away. You can talk directly with your dentist or hygienist about your concerns. You can also ask to speak with the office manager at your dental office or call the Dental Appointment Center.

Dental Appointment Center telephone numbers are listed on the inside front cover. To reach a dental office manager, call the business office number listed in this directory for your dental office. If you still aren't satisfied, ask Member Services about the member satisfaction procedure. We'll give you information about the appeal process. You can also get this information in your *EOC*.

Member Services

For information about your dental benefits or how to file an emergency claim, call Member Services, 8 a.m. to 6 p.m., Monday through Friday. **Or log on to kp.org and email us.**

All areas 1-800-813-2000 (toll free)
TTY 711

Medicare members can call Member Services toll free at 1-877-221-8221 (TTY 711) from 8 a.m. to 8 p.m., seven days a week.

Transit information



For up-to-date transit information:

Portland:

TriMet 503-238-7433
trimet.org

Vancouver:

C-Tran 360-695-0123
c-tran.com

Salem:

Cherriots 503-588-2877
cherriots.org

Longview:

RiverCities Transit . . . 360-442-5663
rctransit.org

CONNECT TO YOUR DENTAL HEALTH

Visit our dental website to:

- Get to know our dentists.
- View the most up-to-date dental directory.
- Find plan and dental services information.
- Map your route to our offices.
- Read dental health news.
- Access dental resources.

kp.org/dental/nw

TYPES OF SPECIALISTS

Types of dental professionals

Our dental offices have several types of dental professionals to meet your needs. Each dental office in this book lists its dental professionals specialties.

Here are the job title definitions:

DDS	doctor of dental surgery
DMD	doctor of medical dentistry

We have dental professionals practicing in the following specialties:

Denturist

A dental technician who specializes in making and fitting dentures.

Endodontist

A dentist who specializes in root canals and the treatment of diseases or injuries that affect the pulp of teeth.

Orthodontist

A dentist who specializes in preventing and treating misaligned teeth.

Pediatric dentist

A dentist who specializes in treating children from birth through adolescence.

Periodontist

A specialist who treats the gums and supporting structures of the teeth.

Prosthodontist

A dentist who specializes in restoring teeth and/or replacing missing teeth with bridges, dentures, crowns, or implants.

For the most current list of dentists at each of our 17 dental offices, see our expanded online dental directory at kp.org/dental/nw/directory.

VALLEY RIVER DENTAL OFFICE

1011 Valley River Way, Eugene, OR 97401

Urgent and emergency dental services / general dentistry / hygiene

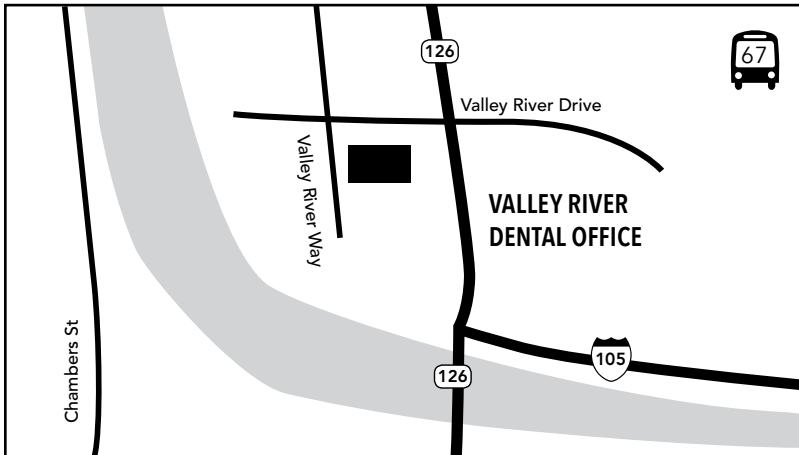
Appointments 1-800-813-2000 (toll free)

TTY 711

Office hours Monday-Friday, 7 a.m.-6 p.m.

Saturday, 8 a.m.-4:30 p.m.

Call for appointment availability



WHERE TO GET DENTAL CARE



DENTAL FACILITIES

Portland-area dental offices

- 1 Aloha Dental Office
17675 SW Tualatin Valley Hwy.
Beaverton, OR 97003
- 2 Beaverton Medical and Dental Office
4855 SW Western Ave.
Beaverton, OR 97005
- 3 Cedar Hills Dental Office
12450 SW Walker Rd.
Beaverton, OR 97005
- 4 Clackamas Dental Office
10209 SE Sunnyside Road
Clackamas, OR 97015
- 5 Eastmoreland Dental Office
5025 SE 28th Ave.
Portland, OR 97202
- 6 Glisan Dental Office
10102 NE Glisan St.
Portland, OR 97220
- 7 Grand Avenue Dental Office
1314 NE Grand Ave.
Portland, OR 97232
- 8 Gresham Dental Office
360 NW Burnside St.
Gresham, OR 97030
- 9 Kaiser Permanente Dental
at Johnson Creek
9300 SE 91st Ave., Ste. 310
Happy Valley, OR 97086
- 10 North Interstate Dental Office
7201 N. Interstate Ave.
Portland, OR 97217
- 11 Oregon City Dental Office
1900 McLoughlin Blvd., Suite 68
Oregon City, OR 97045

- 12 Rockwood Dental Office
822 NE 181st Ave.
Portland, OR 97230
- 13 Tanasbourne Medical and Dental Office
10315 NE Tanasbourne Drive
Hillsboro, OR 97124
- 14 Tigard Dental Office
7105 SW Hampton St.
Tigard, OR 97223

Vancouver-area dental offices

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

Salem-area dental offices

- 17 Kaiser Permanente Dental
at Keizer Station
5910 Ulali Dr
Keizer, OR 97303
- 18 North Lancaster Dental Office
2300 Lancaster Drive NE
Salem, OR 97305
- 19 Skyline Dental Office
5135 Skyline Road S.
Salem, OR 97306

Longview-area dental office

- 20 Longview-Kelso Dental Office
1230 Seventh Ave.
Longview, WA 98632

Eugene-Springfield-area dental office

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

Prefer a print version of our directory? We're going as green as possible, but we know there are times you want the full directory in your hand. Download a copy at kp.org/dental/nw. If you do not have Internet access, you can contact Member Services at 1-800-813-2000 to request a *Dental Facility Directory*.

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NONDISCRIMINATION NOTICE

Kaiser Foundation Health Plan of the Northwest (Kaiser Health Plan) complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Kaiser Health Plan does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex. We also:

- Provide no cost aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats, such as large print, audio, and accessible electronic formats
- Provide 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 **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, or sex, you can file a grievance by mail or phone at: Member Relations, Attention: Kaiser Civil Rights Coordinator, 500 NE Multnomah St. Ste 100, Portland, OR 97232, telephone number: 1-800-813-2000.

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, 1-800-368-1019, 1-800-537-7697 (TDD). Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

HELP IN YOUR LANGUAGE

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call **1-800-813-2000** (TTY: **711**).

አማርኛ (Amharic) ማስታወሻ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያግዝዎት ተዘጋጅተዋል። ወደ ሚከተለው ቁጥር ይደውሉ **1-800-813-2000** (TTY: **711**)።

عربية (Arabic) ملحوظة: إذا كنت تتحدث عدشال عربي فإن خدمات المساعدة لعدة اللغوي متوفرة لك بالجان. اتصل بوقم **1-800-813-2000** (TTY: **711**) .

中文 (Chinese) 注意: 如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 **1-800-813-2000** (TTY: **711**) 。

فارسى (Farsi) توجه: اگر به زبان فارسی گفتگو کنید دستسيلات نيل و بصورت و اگنل برای ش مفر اهم میباش دبا **1-800-813-2000** (TTY: **711**) تم اسگبی ید.

Français (French) ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le **1-800-813-2000** (TTY: **711**).

Deutsch (German) ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung.
Rufnummer: **1-800-813-2000** (TTY: **711**).

日本語 (Japanese) 注意事項: 日本語を話される場合、無料の言語支援をご利用いただけます。**1-800-813-2000** (TTY: **711**) まで、お電話にてご連絡ください。

ខ្មែរ (Khmer) ប្រយ័ត្ន: បើសិនជាអ្នកនិយាយភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតថ្លៃ គឺអាចមានសំរាប់អ្នក។ ចូរ ទូរស័ព្ទ **1-800-813-2000** (TTY: **711**)។

한국어 (Korean) 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. **1-800-813-2000** (TTY: **711**) 번으로 전화해 주십시오.

ລາວ (Laotian) ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທ 1-800-813-2000 (TTY: 711).

Naabeehó (Navajo) Díí baa akó nínízin: Díí saad bee yáníłti'go Diné Bizaad, saad bee áká'ánída'áwo'déé', t'áá jiik'eh, éí ná hóló, kojí' hódíílnih **1-800-813-2000** (TTY: **711**).

Afaan Oromoo (Oromo) XIYYEEFFANNA: Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa **1-800-813-2000** (TTY: **711**).

ਪੰਜਾਬੀ (Punjabi) ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਭਾਸ਼ਾ ਵਿੱਚ ਸਹਾਇਤਾ ਸੇਵਾ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਧ ਹੈ। **1-800-813-2000** (TTY: **711**) 'ਤੇ ਕਾਲ ਕਰੋ।

Română (Romanian) ATENȚIE: Dacă vorbiți limba română, vă stau la dispoziție servicii de asistență lingvistică, gratuit. Sunați la **1-800-813-2000** (TTY: **711**).

Русский (Russian) ВНИМАНИЕ: если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните **1-800-813-2000** (TTY: **711**).

Español (Spanish) ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-800-813-2000** (TTY: **711**).

Tagalog (Tagalog) PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad.
Tumawag sa **1-800-813-2000** (TTY: **711**).

ไทย (Thai) เรียน: ถ้าคุณพูดภาษาไทย คุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร **1-800-813-2000** (TTY: **711**).

Українська (Ukrainian) УВАГА! Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної служби мовної підтримки. Телефонуйте за номером **1-800-813-2000** (TTY: **711**).

Tiếng Việt (Vietnamese) CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số **1-800-813-2000** (TTY: **711**).

WE'RE THE FIRST ACCREDITED DENTAL HOME IN THE NORTHWEST.

With our recent three-year renewal, the Kaiser Permanente Dental Care Program has now maintained more than 20 years of continuous accreditation. We were also named the Northwest's first dental home – making us the third accredited dental home in the country.

What does dental home mean for our members?

- Seamless service. Team-based care from top dentists, hygienists, assistants, and specialists.
- Excellent quality. The best clinical dental care possible.
- Personal connection. Trusted, ongoing relationships with the whole dental team.
- Integrated medicine. Dental and medical care coordination.

To read more details, visit the Kaiser Permanente Dental online at kp.org/dental/nw.



Kaiser Foundation Health Plan of the Northwest
500 NE Multnomah St., Suite 100
Portland, OR 97232