

# DENTAL FACILITY DIRECTORY

**YOUR GUIDE** TO CONNECTING TO CARE



**GO GREEN!** View or download the *Dental Facility Directory* at a time that is convenient for you. Go to [kp.org/nw/directory](http://kp.org/nw/directory).

**ile.**

 **KAISER PERMANENTE®**

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

## 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.

Portland area . . . . . 503-286-6868

Salem area . . . . . 503-370-4311

Vancouver area . . . . . 360-254-9158

Longview area . . . . . 360-575-4800

TTY . . . . . 711

Language interpretation services . . . . . see page 3

### 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, option 5.

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](http://kp.org/dental/nw/directory) to see dentist photos, educational backgrounds, and video biographies.

## 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](http://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](http://kp.org/dental/nw) to search our online directory or call 1-866-498-7912.

## 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.

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*Note: The dental offices in this directory are subject to change. Go to [kp.org/dental/nw/directory](http://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.

## 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).

## 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](http://kp.org) and email us.**

All areas ..... 1-800-813-2000  
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.

### Language interpretation services

We provide free language interpretation services. Call one of the numbers below. Press "1" and then "0." Tell the person who answers what language you speak. He or she will arrange for an interpreter to join the call.

Para servicios de interpretación gratis, llame a uno de los números a continuación. Oprima el "1" y después el "0." Dígale a quien conteste qué idioma necesita. El o ella arreglará que un intérprete le ayude con la llamada.

Мы предоставляем бесплатные услуги по устному переводу.  
Позвоните по одному из телефонов, приведенных ниже. Наберите "1",  
а затем "0." Скажите оператору, на каком языке Вы говорите. Оператор  
позаботится о том, чтобы соответствующий переводчик присоединился  
к телефонному разговору.

'Chúng tôi cung cấp dịch vụ thông dịch miễn phí. Hãy gọi một trong các số  
điện thoại dưới đây. Nhấn nút số "1" và sau đó số "0". Cho người trả lời  
điện thoại biết ngôn ngữ quý vị nói. Họ sẽ sắp xếp cho một thông dịch viên  
tiếp chuyện với quý vị.'

### Language interpretation services

Portland area ..... 503-286-6868  
Salem area ..... 503-370-4311  
Vancouver area ..... 360-254-9158  
Longview area ..... 360-575-4800

# 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.

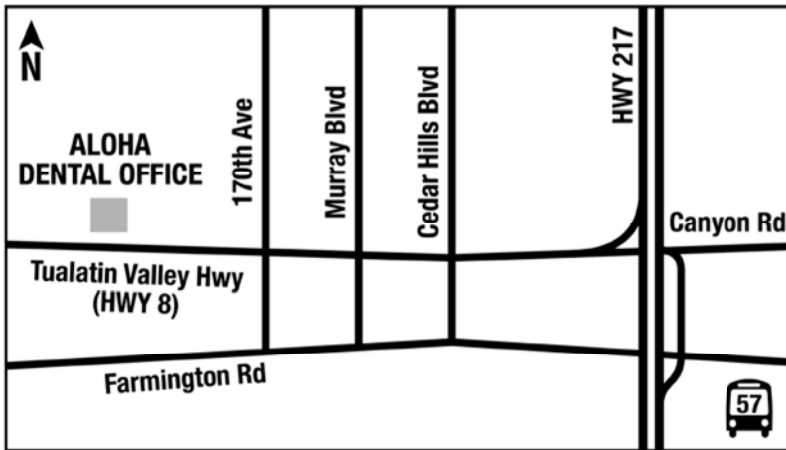
For the most current list of dentists at each of our 17 dental offices, see our expanded online dental directory at [kp.org/dental/nw/directory](http://kp.org/dental/nw/directory).

# ALOHA DENTAL OFFICE

17675 SW Tualatin Valley Hwy., Beaverton, OR 97006

**General dentistry/pediatric dentistry/periodontists/denturists**

**Appointments** ..... 503-286-6868  
**Business office** ..... 503-259-3160  
**TTY** ..... 711  
**Office hours** ..... Monday-Friday, 7 a.m.-6 p.m.

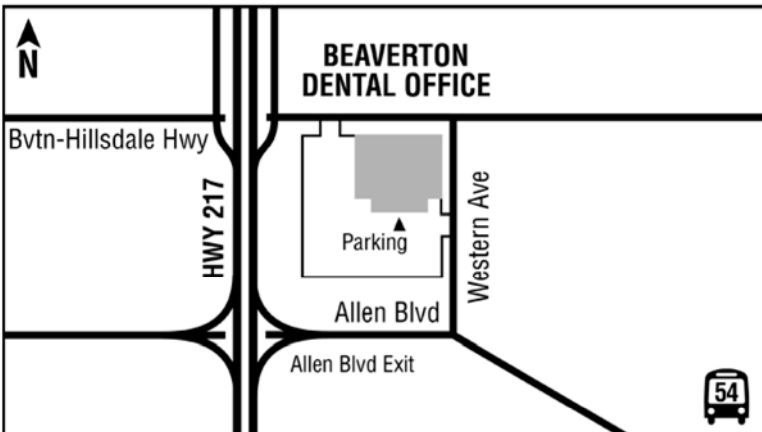


# BEAVERTON DENTAL OFFICE

4855 SW Western Ave., Beaverton, OR 97005

**General dentistry**

**Appointments** ..... 503-286-6868  
**Business office** ..... 503-626-4148  
**TTY** ..... 711  
**Office hours** ..... Monday-Friday, 7 a.m.-6 p.m.



# CASCADE PARK DENTAL OFFICE

12711 SE Mill Plain Blvd., Vancouver, WA 98684

**General dentistry/denturists/orthodontists/pediatric dentistry**

**Appointments** ..... 360-254-9158  
**Business office** ..... 360-896-4484  
**TTY** ..... 711  
**Office hours** ..... Monday-Friday, 7 a.m.-6 p.m.



## 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:**

CUBS .....360-442-5663  
 cubs-bus.com



# CLACKAMAS DENTAL OFFICE

10209 SE Sunnyside Road, Clackamas, OR 97015

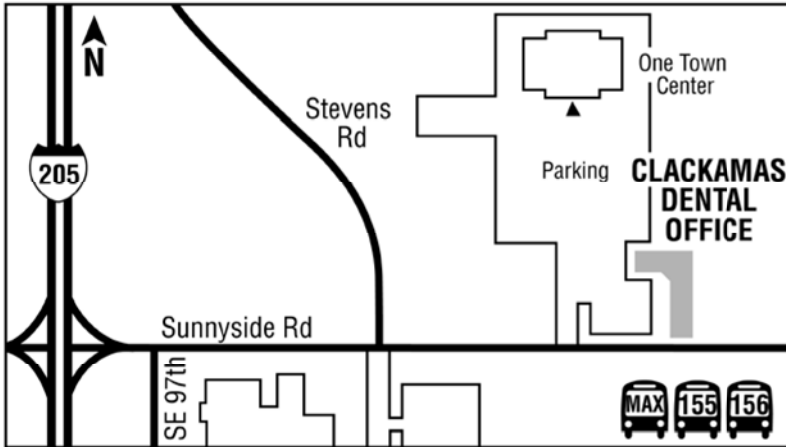
**General dentistry**

**Appointments** ..... 503-286-6868

**Business office** ..... 503-353-3900

**TTY** ..... 711

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



# EASTMORELAND DENTAL OFFICE

5025 SE 28th Ave., Portland, OR 97202

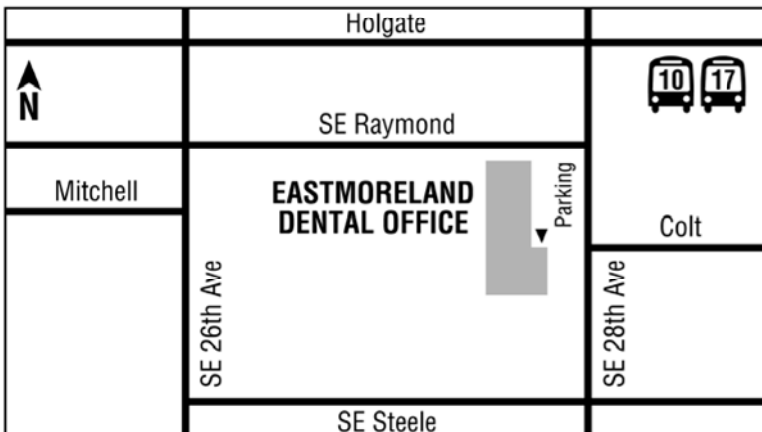
**General dentistry/periodontists**

**Appointments** ..... 503-286-6868

**Business office** ..... 503-238-4418

**TTY** ..... 711

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



# GLISAN DENTAL OFFICE

10102 NE Glisan St., Portland, OR 97220

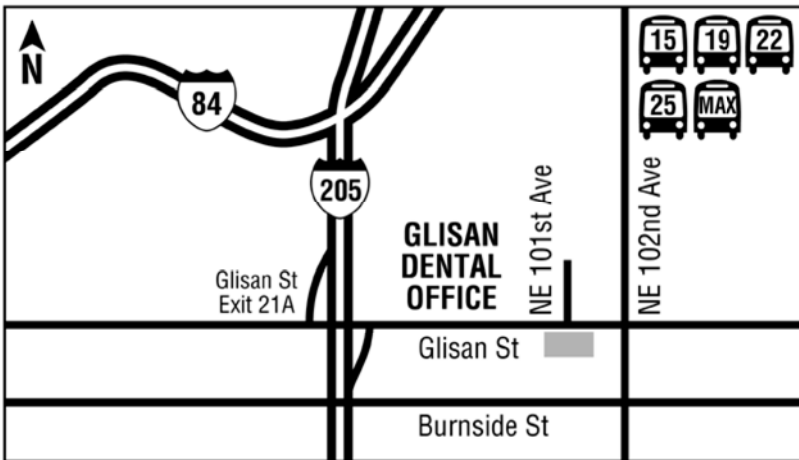
**General dentistry/denturists/endodontists/  
oral surgeons/orthodontists/pediatric dentistry/periodontists**

**Appointments** ..... 503-286-6868

**Business office** ..... 503-257-5959

**TTY** ..... 711

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



## 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](http://kp.org/dental/nw)

# GRAND AVENUE DENTAL OFFICE

1314 NE Grand Ave., Portland, OR 97232

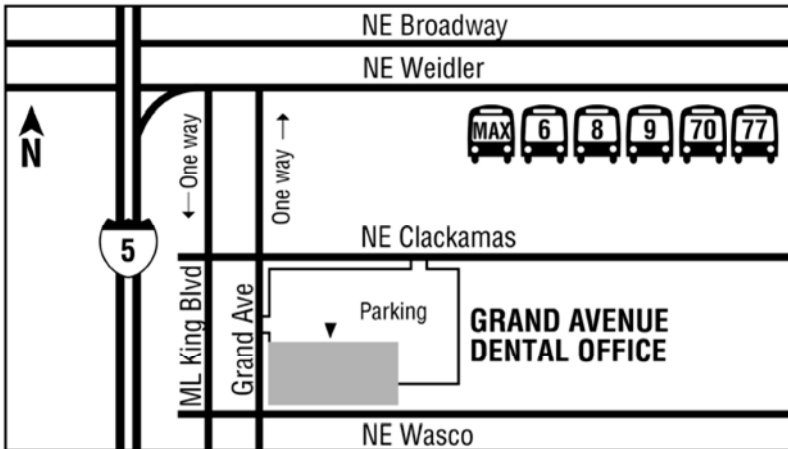
**General dentistry/orthodontists/pediatric dentistry**

**Appointments** ..... 503-286-6868

**Business office** ..... 503-280-2877

**TTY** ..... 711

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



# GRESHAM DENTAL OFFICE

360 NW Burnside Road, Gresham, OR 97030

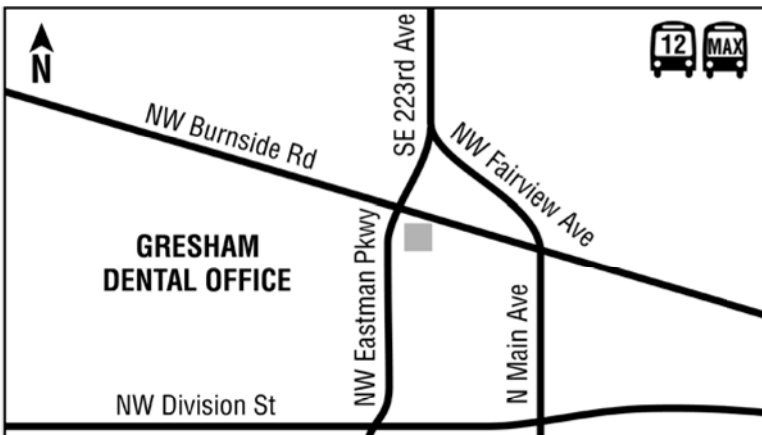
**General dentistry**

**Appointments** ..... 503-286-6868

**Business office** ..... 503-667-7480 or 503-665-5413

**TTY** ..... 711

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



## LONGVIEW-KELSO DENTAL OFFICE

1230 Seventh Ave., Longview, WA 98632

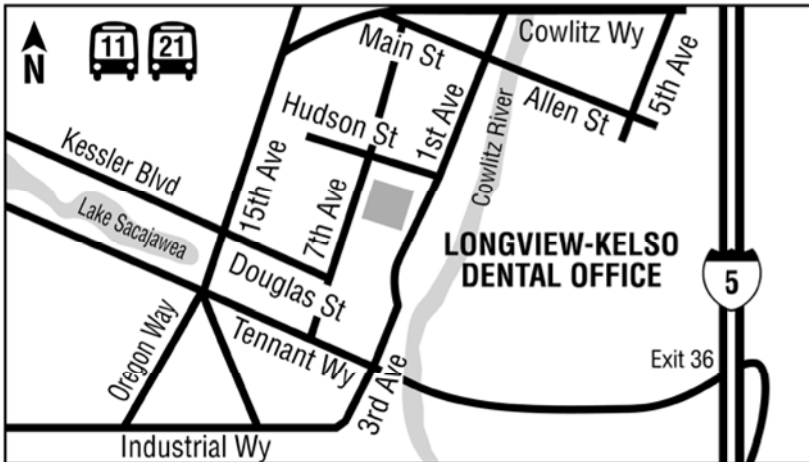
### General dentistry

**Appointments** ..... 360-575-4800

**Business office** ..... 360-575-4801

**TTY** ..... 711

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



## NORTH INTERSTATE DENTAL OFFICE

7201 N. Interstate Ave., Portland, OR 97217

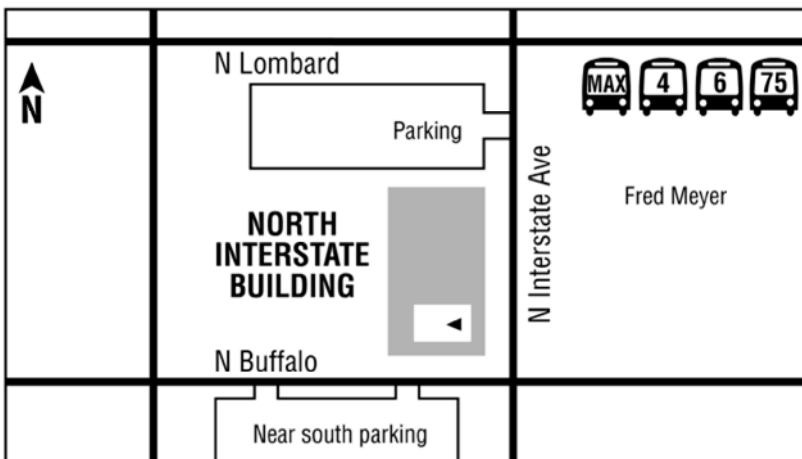
### Denturists/prosthodontists

**Appointments** ..... 503-286-6868

**Business office** ..... 503-286-6860

**TTY** ..... 711

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



## NORTH LANCASTER DENTAL OFFICE

2300 Lancaster Drive NE, Salem, OR 97305

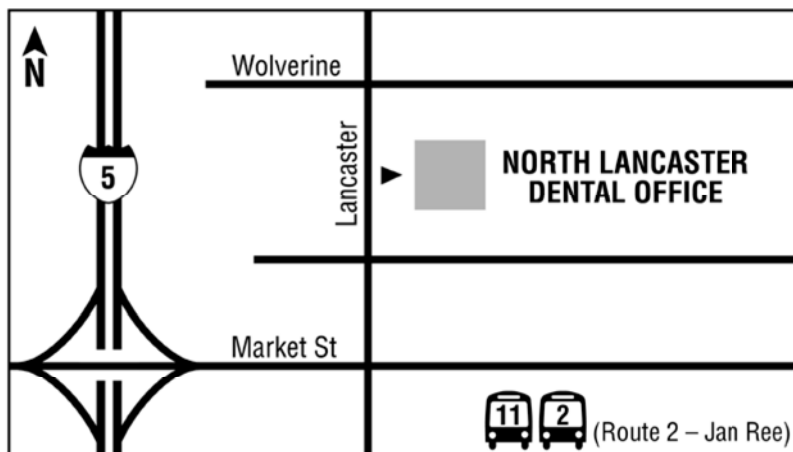
**General dentistry/denturists/periodontist**

**Appointments** ..... 503-286-6868

**Business office** ..... 503-257-5959

**TTY** ..... 711

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



## OREGON CITY DENTAL OFFICE

1900 McLoughlin Blvd., Suite 68, Oregon City, OR 97045

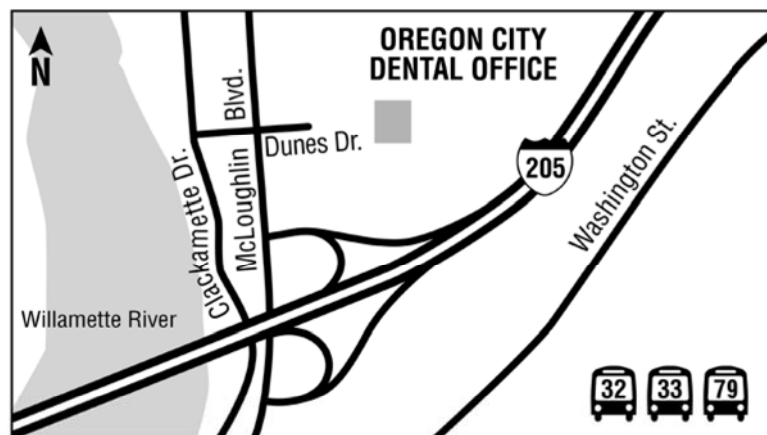
**General dentistry/pediatric dentistry**

**Appointments** ..... 503-286-6868

**Business office** ..... 503-387-8000

**TTY** ..... 711

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

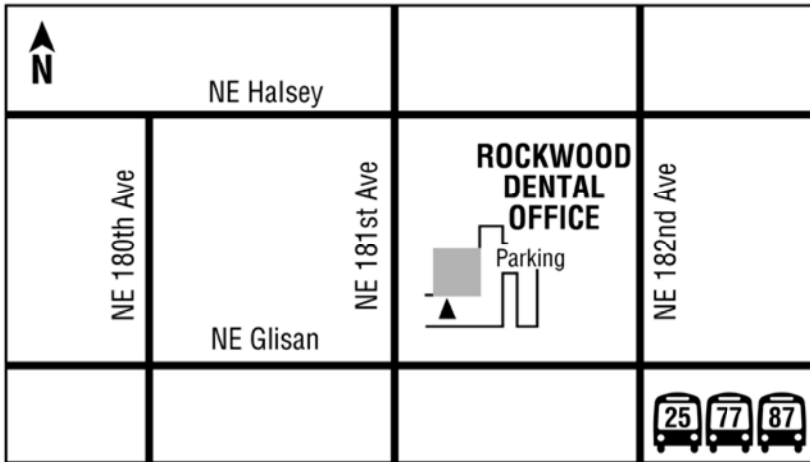


# ROCKWOOD DENTAL OFFICE

822 NE 181st Ave., Portland, OR 97230

**General dentistry/denturists**

**Appointments** ..... 503-286-6868  
**Business office** ..... 503-661-5210  
**TTY** ..... 711  
**Office hours** ..... Monday-Friday, 7 a.m.-6 p.m.

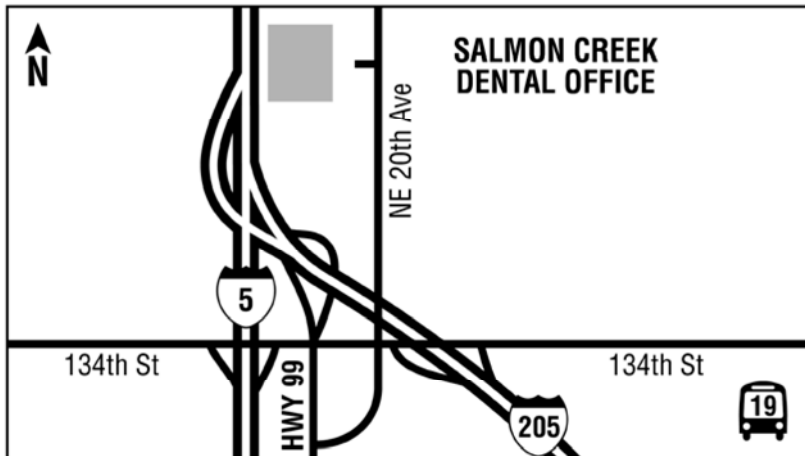


# SALMON CREEK DENTAL OFFICE

14406 NE 20th Ave., Vancouver, WA 98686

**General dentistry/endodontists/periodontists**

**Appointments** ..... 360-254-9158  
**Business office** ..... 360-571-3139  
**TTY** ..... 711  
**Office hours** ..... Monday-Friday, 7 a.m.-6 p.m.

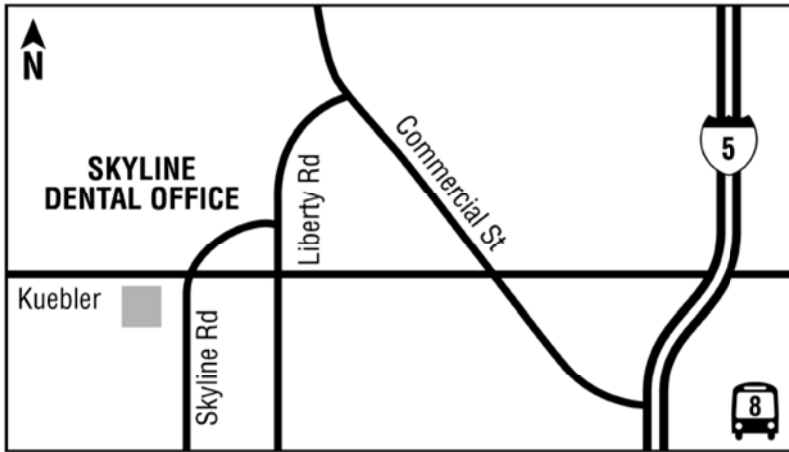


# SKYLINE DENTAL OFFICE

5135 Skyline Road S., Salem, OR 97306

**General dentistry/endodontists/orthodontists/oral surgeons/pediatric dentistry**

**Appointments** ..... 503-370-4311  
**Business office** ..... 503-588-6560  
**TTY** ..... 711  
**Office hours** ..... Monday-Friday, 7 a.m.-6 p.m.

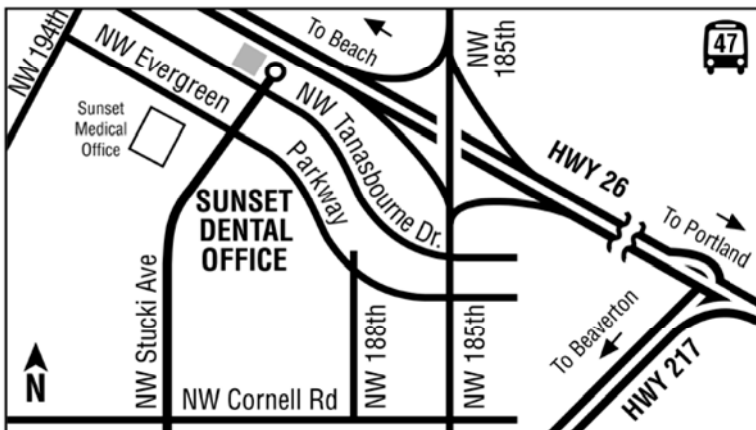


# SUNSET DENTAL OFFICE

19075 NW Tanasbourne Drive, Hillsboro, OR 97124

**General dentistry/orthodontists/pediatric dentistry/oral surgeons**

**Appointments** ..... 503-286-6868  
**Business office** ..... 503-531-1700  
**TTY** ..... 711  
**Office hours** ..... Monday-Friday, 7 a.m.-6 p.m.

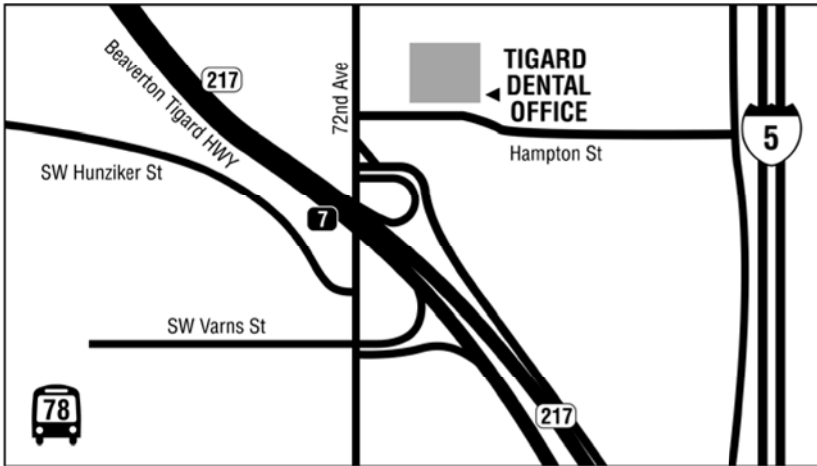


# TIGARD DENTAL OFFICE

7105 SW Hampton St., Tigard, OR 97223

## General dentistry/endodontists

**Appointments** ..... 503-286-6868  
**Business office** ..... 503-684-9274  
**TTY** ..... 711  
**Office hours** ..... Monday-Friday, 7 a.m.-6 p.m.





# 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](https://kp.org/dental/nw).

# WHERE TO GET DENTAL CARE



## DENTAL FACILITIES

### Portland-area dental offices

- 49 Aloha Dental Office  
17675 SW Tualatin Valley Hwy.  
Beaverton, OR 97006
- 50 Beaverton Dental Office  
4855 SW Western Ave.  
Beaverton, OR 97005
- 51 Clackamas Dental Office  
10209 SE Sunnyside Road  
Clackamas, OR 97015
- 52 Eastmoreland Dental Office  
5025 SE 28th Ave.  
Portland, OR 97202
- 53 Glisan Dental Office  
10102 NE Glisan St.  
Portland, OR 97220
- 54 Grand Avenue Dental Office  
1314 NE Grand Ave.  
Portland, OR 97232
- 55 Gresham Dental Office  
360 NW Burnside St.  
Gresham, OR 97030

- 56 North Interstate Dental Office  
7201 N. Interstate Ave.  
Portland, OR 97217
- 57 Oregon City Dental Office  
1900 McLoughlin Blvd., Suite 68  
Oregon City, OR 97045
- 58 Rockwood Dental Office  
822 NE 181st Ave.  
Portland, OR 97230
- 59 Sunset Dental Office  
19075 NW Tanasbourne Drive  
Hillsboro, OR 97124
- 60 Tigard Dental Office  
7105 SW Hampton St.  
Tigard, OR 97223

### Vancouver-area dental offices

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

### Salem-area dental offices

- 63 North Lancaster Dental Office  
2300 Lancaster Drive NE  
Salem, OR 97305
- 64 Skyline Dental Office  
5135 Skyline Road S.  
Salem, OR 97306

### Longview-area dental office

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

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](http://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*.







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

