

Submitter: Tony Ramillosa
On Behalf Of:
Committee: House Committee On Behavioral Health and Health Care
Measure, Appointment or Topic: HB3923

Thank you for allowing me to testify in favor of House Bill 3923. My name is Dr. Tony Ramillosa and I am a practicing general dentist with an office here in Salem, Oregon. I've been practicing dentistry since 1998. My team and I are responsible for the dental care for about 3000 Medicaid patients at the present time. I have been providing dental care to the Oregon Medicaid population since 2015.

In November of 2023, I made the decision to switch my practice to another DCO provider. After making this decision, I was advised by my former DCO provider that I was not allowed to contact my existing patients to advise them of this change and what steps they could take to remain patients at my practice. We were expressly forbidden from sending letters or making phone calls to our patients to help explain their options. We were also not allowed to request the bulk transfer of our patients to the new DCO.

As a Medicaid Dental provider, this was deeply concerning to me. It is a matter of continuity of care and patient choice. For many of the patients in the Medicaid population, they have lived without access to care or have had limited care. For many this entails extensive and invasive treatment across multiple appointments. It takes a long time to establish this level of trust and to have patients continue to show up for their appointments. I believe that summarily transferring these patients to another clinic and another provider without explanation creates unnecessary confusion and distrust in the system and in us, the providers. I am 100% certain that many of our patients would have chosen to switch their DCO so they could continue to have us provide their dental care.

The importance of House Bill 3923 cannot be understated. As dental providers, we should always put first the best interests of the patients first and foremost. Providers should always be allowed to notify their patients of their options regarding continuing their care with their current provider.