

MARYLAND
Healthy Smiles Dental Program



Member Handbook

MARYLAND

Healthy Smiles Dental Program



What is Maryland Healthy Smiles Dental Program?

Maryland Healthy Smiles Dental Program is Maryland's Medicaid Dental Program. This program is for children, pregnant women, and adults in the Rare and Expensive Case Management (REM) Program. The program is here to help you stay healthy. If you or your child are Maryland Healthy Smiles Dental Program members, the dental benefits will be the same as in the past.

Through the Maryland Healthy Smiles Dental Program, you or your child will receive the same dental benefits as in the past. The Maryland Healthy Smiles Dental Program will be managed by DentaQuest of Maryland, LLC. DentaQuest will work with you to make sure you or your child gets needed dental care. DentaQuest will help you find a dentist that participates in the program and is close to your home, and will help you make an appointment, if needed. If you have any questions about the dental program call 1-888-696-9596.



Assurance of Non-Discrimination

No one is treated in a different way because of race, color, birthplace, language, sex, age, or disability. Do you think you've been treated unfairly? Do you have more questions? Do you need more help? You

can make a free call to: 1-888-696-9596.

How to Use This Handbook

If you need interpretation/translation services, please call 1-888-696-9596. We can provide a translator for you over the phone. If you have difficulty with hearing or speech, please call us at TTY/TDD toll-free 1-800-466-7566.

This handbook will tell you all about your dental program. It tells you what to do to schedule an appointment. It tells you what is covered by your dental program. It gives you phone numbers that you will need to call to get more information. All of the things that you need to know about your dental program are in this handbook.



Table of Contents

Enrollment 6

Coverage 6

Making An Appointment..... 7

At the Dentist Office..... 8

Helpful Dental Tips 8

Emergency Services/Urgent Services 9

Member Rights 9

Member Responsibilities 10

Grievance and Appeals 11

Questions 14

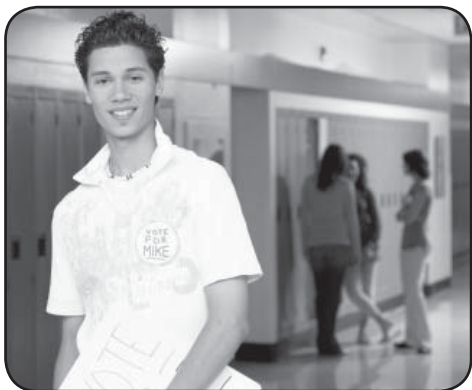
Transportation Services..... 14

~~Finding a Dentist~~ 14



Enrollment

Enclosed are a welcome letter and a Maryland Healthy Smiles Dental Program Identification (ID) card for your dental care. It is very important to keep this card in a safe place and not lose it. You will need to take this card with you each time you visit the dentist. If your card is



lost, damaged, or stolen, please contact Maryland Healthy Smiles Dental Program Customer Service at 1-888-696-9596 Monday through Friday 7:30 am to 6:00 pm or visit the website at www.DentaQuestgov.com. It is against the law to let someone else use your Maryland Healthy Smiles Dental Program ID card.

Coverage

Some services will need to be approved before you can get them. Maryland Healthy Smiles Dental Program will only cover services you need to stay healthy. Covered dental services are available at no cost to you if you are seen by a dentist in the network.

Pregnant women can get dental services while they are pregnant. You can get services until the day you have your baby. It is important to see a dentist while you are pregnant so you and your baby can be healthy.

Members Through Age 20

Maryland Healthy Smiles Dental Program members through age 20 are covered for most dental services under the Maryland Healthy Smiles Dental Program. Exams will be

used to see if other services are needed.

Some of the services that are available include:

- Fluoride treatments
- Cleanings
- X-rays
- Crowns (some caps)
- Fillings
- Extractions (tooth pulling)
- Root canal treatments
- Anesthesia
- Some sealants
- Space maintainers
- Orthodontia (if medically necessary)

Pregnant Women and REM recipients age 21 and older

Pregnant women age 21 and over and adults in the REM Program can receive dental care. Exams will be used to see if other services are needed. Some of the services that are available include:

- Cleanings
- Fluoride Treatments
- X-rays
- Restorations (Fillings)
- Extractions
- Stainless Steel Crowns
- Denture Adjustments

Making an Appointment

When you call the dentist, you should have these items ready:

- Pen or pencil and paper
- Your ID card
- Your calendar

When you call the dentist's office, tell them that you are a Maryland Healthy Smiles Dental Program member. Let them

know that you would like to make an appointment to see the dentist. See which dates and times work best for you. Write down the date and time of the appointment on your calendar. When the date of your appointment comes, just go to the dentist's office. It is that easy. If you are not able to keep your scheduled appointment, call the dentist office as soon as possible to let them know you will not be coming and to reschedule the appointment.

If you have been going to a different dentist, please ask the old dentist to send your dental records to your new dentist.

At the Dentist's Office

When you go to the dentist's office, you should bring your Maryland Healthy Smiles Dental Program ID card. Just show the receptionist your ID card. The dentist can give you some helpful tips on taking care of your health.

Helpful Dental Tips

- Practice good dental health habits. Brush your child's teeth twice a day and floss once a day.
- Take your child to the dentist for a check-up every six months.
- Good dental care starts before your child's first birthday and continues throughout your child's life.
- Never allow your child to fall asleep with a bottle of milk, formula, fruit juice, or sweetened drinks.
- Keep your dental appointments.
- Limit sweets and sodas.
- Good dental health is very important to pregnant women and their unborn children too. There is a link between the health of a mother's gums, and her unborn baby's overall health.
- Everyone should find a "dental home". That means that you have a dentist that you and your family see on a

regular basis. The dentist and the office staff know you, welcome you and provide care for the majority of your dental needs.

Emergency Services/Urgent Services

Emergency services are services necessary for the treatment of any condition requiring immediate attention for the relief of pain, severe bleeding, infection, or serious injury to the teeth, the gums, or the jaws.

If you have an emergency, you can call any time of the day or night at: 1-888-696-9596.

Urgent services are services that are not as serious as Emergency Services but should not wait until the next scheduled appointment. Call the Maryland Healthy Smiles Dental Program the next day so we can help you get an appointment very soon.

Know Your Rights

As a member of the Maryland Healthy Smiles Dental Program, you have rights. You have the right to:

- Be treated with respect, dignity, and privacy.
- Know about DentaQuest, Maryland Healthy Smiles Dental Program and your dentist.
- Be able to choose a dentist from the Maryland Healthy Smiles Dental Program directory.



- Be able to refuse care from a specific dentist.
- Receive information about Maryland Healthy Smiles Dental Program and the services available to you.
- Make decisions about your dental care.
- File a complaint or appeal about DentaQuest or a dentist.
- Have access to your dental records.
- Not be discriminated against by the Program or dentist on the basis of age, sex, race, physical or mental handicap, national origin, ethnicity, religion, sexual orientation, and genetic information, source of payment or type, or degree of illness or condition.
- Have DentaQuest keep your health information private as required by state and federal laws.

Your Responsibilities

As a member of the Maryland Healthy Smiles Dental Program, there are some things that you need to do. You are responsible for:

- Using the Maryland Healthy Smiles Dental Program.
- Knowing, understanding and following the information in this handbook.
- Listening to the dentist.
- Taking care of your teeth.



- Making appointments and keeping appointments.
- Canceling appointments as early as possible.
- Making sure you are the only person who uses your Maryland Healthy Smiles Dental Program identification card and letting DentaQuest know immediately if it is lost or stolen.
- Showing your Maryland Healthy Smiles Dental Program ID card when you go to the dentist.
- Answering questions about your health that will help your dentist take care of you.
- Letting your doctor or dentist know if you have had care in an emergency room within 24 hours or been to another dentist recently.
- Notifying the Maryland Healthy Smiles Dental Program if you have a change in address or telephone number.

Grievance and Appeal Rights

Grievances

Grievances are when you call or send a letter to tell us you are not happy with a decision that DentaQuest has made other than a denial of services. Some examples of grievances may include: not being able to find a dentist, trouble with getting an appointment, the quality of care received, or not being treated fairly by someone who works at your dentist's office.

If you have a grievance, you can call us at 1-888-696-9596 or write to us at:

DentaQuest of Maryland, LLC
Maryland Healthy Smiles Dental Program
Attn: Complaints and Grievances
12121 North Corporate Parkway
Mequon, WI 53092

Once we receive your grievance, we will begin to investigate the problem.

- Urgent dental problems will be responded to within 24 hours of receipt or by the close of the next business day;
- Non-urgent dental problems will be responded to within 5 days;
- All other issues will be responded to within 30 days of receipt.

Appeals

If you disagree with a decision made to deny a covered dental service, you have the right to appeal. To do this, file your appeal in writing within 30 calendar days after the date you receive a denial notice. You or someone you name to act for you (your authorized representative) may file an appeal. You can name a relative, friend, attorney, or someone else to act for you. Others may already be authorized under State law to act for you. If you want someone to act for you, you and your authorized representative must sign, date and send us a statement naming that person.

What Do I Include With My Appeal?

You should include: your name, address, Member ID number, the reason you disagree with the decision, and any additional information you wish to attach. You may send in medical records, doctors' letters, or other information that explains why we should provide the service. Call your dentist or doctor if you need this information to help you with your appeal.

How Do I File An Appeal?

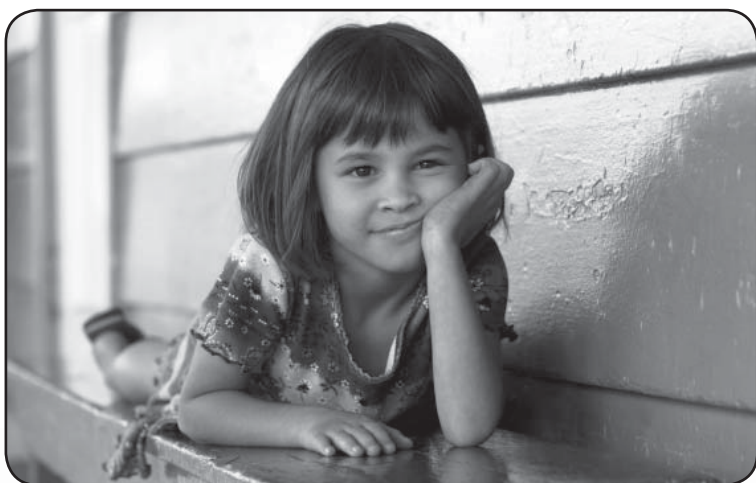
You or your authorized representative should mail your written appeal to the address below:

DentaQuest of Maryland, LLC
Maryland Healthy Smiles Dental Program
Attention: Appeals Department
12121 North Corporate Parkway
Mequon, WI 53092

What Happens Next?

If it is determined that the appeal is of an urgent nature, DentaQuest will review the appeal and respond within three (3) business days. If DentaQuest does not believe that the appeal is urgent, DentaQuest will respond in writing to your appeal within 30 days from the date it is received.

If you do not agree with DentaQuest's decision, you can request a Fair Hearing through the State. Your request for a State Fair Hearing should be in writing and sent to DentaQuest at the above address. The appeal will be forwarded to the State. To request a State Fair Hearing,



file your appeal in writing within 30 days after the date you receive your decision from DentaQuest.

State Enrollee Help Line

Call the State Enrollee Help Line at 1-800-284-4510 when you have an issue that you feel DentaQuest has not handled to your satisfaction.

Questions about Your Dental Program?

DentaQuest can answer any questions that you have about your dental program. If you would like to ask DentaQuest questions please call us at 1-888-696-9596.

If you would like more information on dental health and taking care of your teeth, please visit our website www.DentaQuestgov.com. On the website you can read and print educational materials about dental health.

Transportation Services

If you need help getting to your dental appointment, transportation may be available to you. You should call the Transportation Coordinator at your Local Health Department. If you need this number, please call Customer Service at 1-888-696-9596.

Maryland Healthy Smiles Dental Program Dental Plan
DENTAL PROVIDER DIRECTORY

Finding a Dentist



~~DentaQuest will help you find a dentist or dental specialist.
There are many dentists that are available to treat you.~~

~~For information on which dentists you can go to please call
1-888-696-9596. We can help you find the closest dentist
that is in the program. Only dentists that are in the Maryland
Healthy Smiles Dental Program can treat you for dental~~

~~services. The names of all dentists and dental specialists in the Maryland Healthy Smiles Dental Program are available to you in a provider directory, on DentaQuest's website at www.DentaQuestgov.com and by calling 1-888-696-9596.~~

~~When you call DentaQuest, you should have these items ready:~~

- ~~• Pen or pencil and paper~~
- ~~• Your ID card~~

~~When you call DentaQuest, tell them that you are a Maryland Healthy Smiles Dental Program member. Let DentaQuest know why you want to go to the dentist. DentaQuest will give you the names of dentists in your area. You do not have to get a referral from your medical doctor Primary Care~~



Physician (PCP) to go to the dentist. In addition to calling customer service you can also visit our website at www.DentaQuestgov.com to receive a list of dentists that are available to treat you.

How to Find a Provider Using Our Website:

Visit our website at www.DentaQuestgov.com. Choose “Find a Provider” from the top line. Then follow directions for one of the options below which will produce a list of Maryland Healthy Smiles Dental Program dentists within 30 miles of your home based on your zip code and criteria chosen.

1. You may do a quick search by zip code by entering Maryland as the state, your zip code and Maryland Healthy Smiles Dental Program as the program in the top box labeled “Your Information”.
2. Or you may choose to do a detailed search by entering Maryland as the state, your zip code and Maryland Healthy Smiles Dental Program as the program in the top box labeled “Your Information”. You may then choose other options for special needs, handicap accessible, accepting new patients, provider specialty and office language spoken.



Find A Dentist

Search For Providers in Your Area

☒ Quick Search By Zip Code ☐ Detail Search

Enter search criteria to find a Provider. Items with * are required.

Your Information:

Address

City

State

Zip *

Program * - Select a program -

Search Details

Search Radius*

Provider

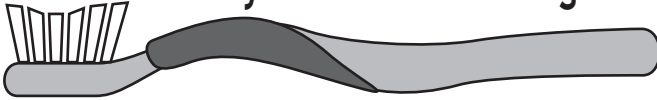
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