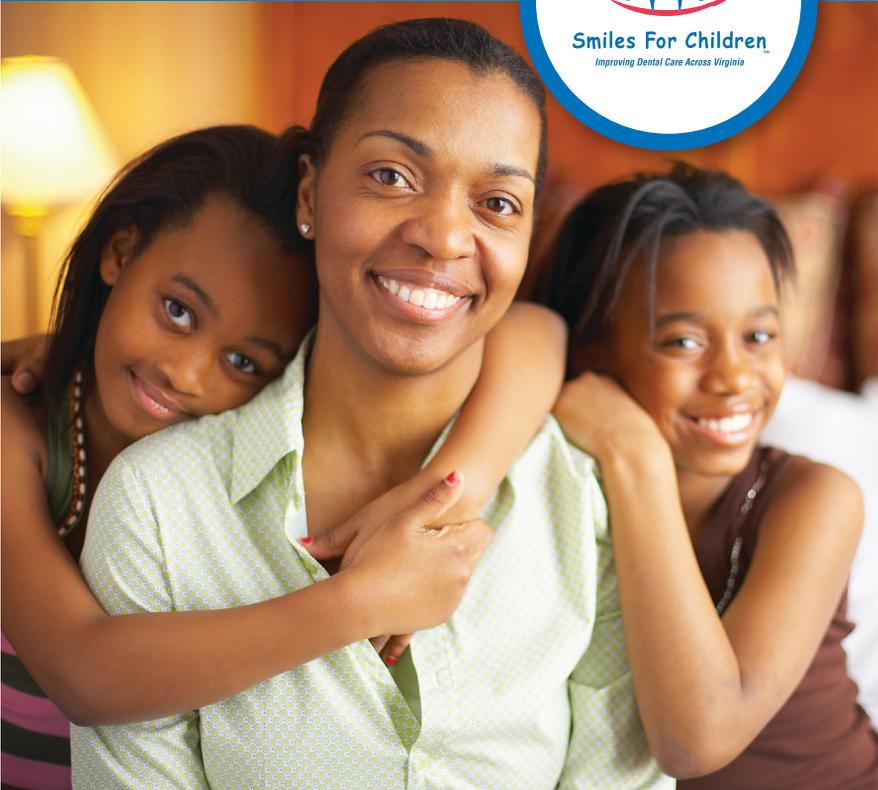


Dental Benefit Booklet



Smiles For Children

A Program of the Commonwealth of Virginia

Member Handbook

JULY 2014

DentaQuest®

Welcome to the Virginia *Smiles For Children* Dental Program

As a member of the Virginia Medicaid, FAMIS or FAMIS Plus programs, it is important for you to read this member handbook about your child's dental coverage and services under the ***Smiles For Children*** dental program. The information that follows tells you what services are covered by ***Smiles For Children***, what your child's rights and responsibilities are under the program, and how and where your child may receive additional information. Please take some time to read these materials and become familiar with the terms of your child's coverage.

If you have any questions about your child's coverage, you can reach Member Services at 1-888-912-3456, Monday through Friday, 8:00 AM - 6:00 PM EST. The TTY/TDD number is 1-800-466-7566. The TTY/TDD line is only for people who have trouble with hearing or speech. Your phone must be equipped to use this line.

Please note you can have a Spanish version of this member handbook sent to you. If you need interpretation/translation services, we can provide a translator for you over the phone. Interpretation and translation services are free. For copies of materials in Spanish or for oral interpretations and translation into other languages, please call Member Services at 1-888-912-3456.

English and Spanish versions of this member handbook are also available on our websites at www.DentaQuest.com or www.dmas.virginia.gov.

If it is hard for you to read or understand this guide, please call us at 1-888-912-3456 to ask for help. You can ask for this guide in:

- 1) Larger print
- 2) An alternative format, such as an audio disk.

To ask questions:

- Call member Services at 1-888-912-3456, Monday through Friday, 8:00 AM - 6:00 PM EST
- The TTY/TDD line is 1-800-466-7566 only for people who have trouble with hearing or speech (your phone must be equipped to use this line).

Calls to these numbers are free; we'll be glad to help you!

Bienvenido al programa odontológico de *Virginia Smiles For Children*

Como miembro de los programas Medicaid, FAMIS o FAMIS Plus de Virginia, es importante que lea este Manual para el afiliado sobre la cobertura odontológica de su hijo y los servicios que ofrece el programa **Smiles For Children**. La siguiente información le permitirá conocer cuales servicios están cubiertos por el programa **Smiles For Children**, cuales son los derechos y responsabilidades de su hijo conforme al programa, y como y donde su hijo puede recibir información adicional. Tómese el tiempo para leer estos materiales y familiarizarse con las condiciones de la cobertura de su hijo.

Si tiene alguna pregunta sobre estas cuestiones, puede llamar a los Servicios para afiliados al 1-888-912-3456, de lunes a viernes de 8:00 a.m. a 6:00 p.m. EST. El número TTY/TDD es 800-466-7566. La línea TTY/TDD es solo para personas que tienen problemas de audición o de hablar. Para usar esta línea, se necesita un teléfono equipado.

Tenga en cuenta que podemos enviarle la versión en español de este Manual para el afiliado. Si necesita servicios de interpretación o traducción, podemos proporcionarle un intérprete para que hable con usted por teléfono. Los servicios de interpretación y de traducción son gratuitos. Para obtener copias en español de estos materiales o si necesita servicios de interpretación o traducción en otros idiomas, llame a los Servicios para afiliados al 1-888-912-3456.

Las versiones en inglés y español de este Manual para el afiliado también están disponibles en nuestros sitios en Internet en www.DentaQuest.com o www.dmas.virginia.gov. Si tiene dificultades para leer o entender esta guía, llámenos al 1-888-912-3456 para solicitar ayuda. Puede pedir esta guía en:

- 1) Letra más grande
- 2) Un formato alternativo, por ejemplo, disco de audio

Si tiene preguntas:

- Llame a Servicios para afiliados al 1-888-912-3456, de lunes a viernes, de 8:00 a.m. a 6:00 p.m. EST.
- El número TTY/TDD es 800-466-7566 y es exclusivo para personas que tienen problemas de audición o de hablar (para usar esta línea se necesita un teléfono equipado).

Las llamadas a estos números son gratuitas y lo ayudaremos con gusto.

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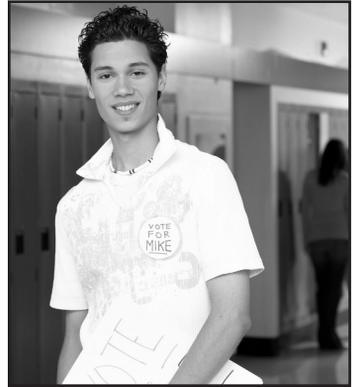
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What is *Smiles For Children*?

Smiles For Children is Virginia's dental program for children on Medicaid, FAMIS, or FAMIS Plus. All of your child's dental services will be provided through the ***Smiles For Children*** program. Your child will receive the same dental benefits they have received in the past with easier access to the dental care your child needs. ***Smiles For Children*** also includes limited adult dental services.

There are no costs for your child's dental care services in the ***Smiles For Children*** program. ***Smiles For Children*** is a program provided by the Commonwealth of Virginia's Department of Medical Assistance Services (DMAS) and is run by DentaQuest.



While your child is eligible for the ***Smiles For Children*** dental plan, you will receive newsletters and other information from time to time. Please read each of them carefully and call us if there is something you do not understand. Often, they will include important facts that will help you take care of your child's teeth. Look for the ***Smiles For Children*** logo on the mailings.

Enrollment

Once your child has been determined eligible for Medicaid, FAMIS or FAMISPlus, they are automatically enrolled in the ***Smiles For Children*** dental program. You do not need to



do anything special to enroll them into the program.

There is no special **Smiles For Children** dental card. You may use either your child's Commonwealth of Virginia plastic ID card or MCO member ID card (INTotal Health Plan, Anthem HealthKeepers Plus, CoventryCares of Virginia, Optima Family Care, Kaiser, or Virginia Premier Health Plan) for all of your child's dental care.

Smiles For Children will only pay for services while your child is eligible.

REMEMBER, IT IS VERY IMPORTANT to tell your local Department of Social Services right away if you move, change your address or to report any change that affects your child's eligibility. If they do not have a correct address then you will not receive up to date information about your coverage and your child's eligibility will be canceled. If you move or change your address at any time, contact your local Department of Social Services or the FAMIS CPU right away to protect your child and to continue to receive coverage.

If your child's Medicaid, FAMIS or FAMIS Plus enrollment ends, you will receive a letter saying that your child is no longer covered by the **Smiles For Children** dental plan. The date stated on the letter will be the last day that your child will be covered by **Smiles For Children**. The program will not pay for any dental services that your child receives after the end date on the letter. You will have to pay for any services received after the end date on the letter.



Services Covered by *Smiles For Children*

There are no costs for your child's covered dental care services in the *Smiles For Children* program.

Services for Children

Smiles For Children members are covered for all medically necessary dental services, as well as orthodontic (braces) procedures provided by a participating dentist. Dental services include relief of pain and infection, restoration of teeth, and maintenance of dental health. An oral screening may be part of a physical exam your child gets from the doctor, but it does not take the place of the exam by the dentist. Medicaid recommends that your child's doctor refer your child to a dentist beginning at age one and sooner if necessary.

Routine exams are visits to the dentist for a dental "check-up". The dentist will look in your child's mouth to see if other dental services are needed, and will check to be sure that your child's teeth, gums and the bones supporting the teeth are healthy. Sometimes, the dentist will clean your child's teeth and take x-rays if needed at the same time as the check-up. Dental check-ups are an important part of your child's overall health, and should be done every six months.



Some of the other services that are available to your child include:

- Fluoride (every 6 months)
- Sealants
- Cleanings (every 6 months)
- Space maintainers
- Extractions (tooth pulling)
- Anesthesia
- Crowns (some caps)
- Braces (if qualified)
- Root Canal Treatments
- X-rays
- Fillings
- Oral Disease Services

Your child's dentist will tell you whether or not a service is going to be paid by **Smiles For Children** before they treat your child. Participating dentists cannot bill you for services covered under the program, as long as your child remains eligible.

If you receive services from dental providers who are not enrolled in **Smiles For Children**, you will have to pay the bill. Try to use a Dental Home dentist for most of your child's dental care. A Dental Home is a dentist your child sees regularly every six months. Your Dental Home dentist can refer your child to a specialist.

Adults (members age 21 and over)

Smiles For Children does not pay for dental services for members 21 years of age and older **except** for certain medically necessary oral surgery services when performed by a participating dentist. Examples of medically related covered services for adults include:

- Oral surgery is covered for non-dental surgical or hospital procedures for birth defects (like cleft lip and cleft palate),
- Removal of cysts and tumors not related to the teeth,

- Biopsies for suspected malignancies,
- Repair of traumatic wounds, and
- Extraction of teeth for severe abscesses complicating a medical condition or contributing to poor general health.

Items and services connected with the care, treatment, filling, removal, replacement of teeth, or structures directly supporting the teeth are not covered, except for extraction of teeth prior to radiation therapy.

Most dental services for members 21 years and older must be authorized prior to receiving the service or before the payment can be made. You should have a letter from your medical doctor before you go to the dentist. This letter should tell your dentist why dental treatment is medically needed.

If you need dental services due to one of these conditions, please contact the **Smiles For Children** program at 1-888-912-3456. We can help you find you a dentist who will do an exam and x-rays. The dentist will let you know what steps you need to take to fix the problem and receive the care you need.

Other Services

Medical services will continue to be provided by Medicaid/FAMIS or your MCO. Look at your Medical ID Card for the telephone number to call for assistance.

Transportation may be available to your child's dental appointments if you have no other means of transportation. If you are not in a MCO and you do not have a car or a family member who can transport you to a dental appointment, please call LogistiCare toll-free at 1-866-386-8331 for assistance. You must call at least 48 hours before



the appointment to get transportation. If your situation is urgent because of pain or dental injury, an effort will be made to arrange transportation on shorter notice.

If you are in a MCO, please contact the MCO directly to find out about transportation services. The telephone number for the MCO is listed on the back of your Medical ID card.

Your Dental Home

As a ***Smiles For Children*** member you should have a Dental Home. A dental home is the dentist office you see regularly every six months. This dentist will provide care for you and always be available.

Your Dental Home will work with you so you can stay healthy. It is important to go back to the same Dental Home for each appointment.

Your Dental Home Will Provide:

Complete dental care

- A dental health plan designed for you
- Guidance about growth and diet
- How to correctly care for your teeth

Healthy teeth and gums are an important part of overall health. For a longer healthier life have regular checkups every six months. Children should see the dentist starting at age one. So don't wait! Call your Dental Home and make an appointment today.

If you have questions about your Dental Home or benefits call toll free 888-912-3456 or visit our website at www.DentaQuest.com

Remember: *Once you choose a Dental Home it is important to keep all your appointments and always arrive on time.*



How to Find a Dentist

Smiles For Children has a list of dentists available to treat your child. You should only visit dental providers enrolled in the **Smiles For Children** program. The names of all dentists and dental specialists in the **Smiles For Children** program are available to you in the Smiles For Children Provider Directory. The Provider Directory is updated from time to time. An updated version of the directory is located on our websites at www.DentaQuest.com or www.dmas.virginia.gov. We can also provide you with an updated version of the directory upon request as well as assistance with any questions regarding the directory through the toll free number.



For additional information on which dentists or dental specialists you can go to, please contact the **Smiles For Children** program at 1-888-912-3456. We can help you find the closest dentist that participates in the program. We will even help you make an appointment with a dentist.

When you call the **Smiles For Children** program, you should have these items ready:

- Pen or Pencil



- Your address including zip code
- Your child’s Commonwealth of Virginia blue and white plastic ID Card or
- Your child’s MCO member ID card

Tell them that your child is a **Smiles For Children** member. You will receive the names of several dentists in your area. Children under the age of 21 do not have to get a referral from your medical doctor (PCP) to go to a dentist. You should have a verbal or written referral from your general dentist to go to a dental specialist.

How to Find a Dentist Using Our Website

Visit our website at www.DentaQuest.com Choose “Find a Dentist” along the top then click “Medicare / Medicaid”.

Then follow directions for one of the options below.

1. You may choose to do a quick search by zip code by entering the state you live in, your zip code and the program you are a member of in the top box labeled “Your Information”. This will produce a list of all dentists participating in your program that are accepting new patients within 30 miles based on zip code and criteria chosen. If you would like a list of only general dentists please choose that option under provider specialty.
2. Or you may choose to do a detailed search by entering the state you live in, your zip code and the program you are a member of in the top box labeled “Your Information”. You may then choose other options such as special needs, handicap accessible, accepting new patients, provider specialty and office language spoken.

My DentaQuest Mobile App

DentaQuest has a new convenient way to find a dentist on the go—the My DentaQuest Mobile smartphone app. iPhone and Android smartphone users can download this free app that provides instant access to the DentaQuest provider directory. You can also get important oral health information such as what to do in a dental emergency and how to keep a healthy smile.

To download the app, visit your phone’s app store and search the word “DentaQuest” and follow the installation instructions.

Making Dental Appointments

When you call the dentist to make an appointment, you should have these items ready:

- Pen or pencil
- Your child’s Commonwealth of Virginia blue and white plastic ID or
- Your child’s MCO member ID card
- A calendar

Tell the dentist’s office that your child is a ***Smiles For Children*** member and that you would like to make an appointment to see the dentist. See which dates and times work best for you. Write down your child’s appointment date and time on your calendar.

When the date of your child’s appointment comes, just go to the dentist’s office. It is that easy. If you have been going to a different dentist, please ask the old dentist to send your child’s dental records to the new dentist.

It is very important to make sure that you go to your scheduled appointments. If you are not able to keep your child’s appointment, call the dentist office as soon as possible to let



them know you will not be coming. At that time, the dentist can schedule another appointment for you to make sure that you or your children are getting the proper dental care. Dentists may no longer want to see you or your children in their office if you miss your appointment.

Broken appointments are no laughing matter!

Show your child's blue and white ID card or your MCO ID card **each time you go to the dentist** so that your dentist can verify your child's current eligibility status. If you do not take the cards, you can be billed.

It is your responsibility to show your child's Identification Card to providers at the time you go for services and to be sure the provider accepts payment from *Smiles For Children*. Report the loss or theft of your Medicaid Identification Card to the local Department of Social Services, the FAMIS CPU or loss of your MCO card to your Managed Care Organization (MCO) right away.

What to Do in an Emergency

Your child can also see a ***Smiles For Children*** dentist for emergencies. You should ask your dentist how to contact him or her in an emergency. Your dentist may have a different telephone number to call in an emergency.

If you are away from home during an emergency, you may contact DentaQuest for help finding a participating dentist in the area. If you are not able to call DentaQuest, take your child to the hospital, if necessary. Remember to show your child's Member ID Card.

Your Rights and Responsibilities

As a member of the **Smiles For Children** program, your child has the right to:

- Be treated with respect, dignity, and privacy
- Receive information about **Smiles For Children** and the services available
- Be able to choose a dental care provider from the **Smiles For Children** directory
- Be able to refuse care from a specific dentist
- Make decisions about your child's dental care
- File a complaint or appeal about a dental care provider or **Smiles For Children**
- Have access to your child's dental records



- Not be discriminated against by the health care provider on the basis of age, sex, race, color, physical or mental handicap, national origin, ethnicity, religion, sexual orientation, genetic information, economic status, source of payment or type, or degree of illness or condition



- Have your health information kept private pursuant to state and federal laws
- Be told of changes in services or if your dentist leaves **Smiles For Children** within (15) calendar days from the date that DentaQuest becomes aware that your dentist will no longer be available to render services.
- Request an interpreter when you call **Smiles For Children** Member Services
- To have any printed materials translated into your primary language or to request an alternative format
- Request an interpreter when translation is needed to understand treatment received from a **Smiles For Children** dentist.

As a member of the **Smiles For Children** program you are responsible for:

- Using the **Smiles For Children** dental program
- Knowing, understanding, and following the terms and conditions of this handbook
- Listening to the dentist and following instructions about the care of your child's teeth
- Making and keeping appointments, and being on time for your appointment
- Canceling appointments and scheduled transportation as early as possible
- Showing your child's identification card and any other insurance card every time you go to the dentist
- Making sure you are the only person who uses your identification card and letting your local Department of Social Services or your MCO know if it is lost or stolen
- Answering questions about your child's health that will help your dentist take care of your child
- Letting your dentist know if your child has had care in an emergency room within 24 hours or been to another dentist recently

- Notifying Member Services when you believe someone has purposely misused Smiles For Children benefits or services.
- Treating the dentist with dignity and respect.
- Immediately informing your local Department of Social Services or the FAMIS CPU of any of these things:
 - An address change each and every time you move
 - A phone number change each and every time you change phone numbers
 - If you have a new baby or have a family size change
 - Making and keeping appointments, and being on time for your appointment
 - A name change

What if I Have Questions

You may call or write to us if you have any questions or comments about the **Smiles For Children** dental program, including:

- The dental services available to your child as a **Smiles For Children** member
- The rules of the **Smiles For Children** program to get your child's dental care services;
- The Member handbook and other information sent to you.

Call us at 1-888-912-3456 with your questions or comments or email us at www.DentaQuest.com . We will make every effort to respond to your questions on that phone call. If we cannot completely respond to your questions on the phone, we will call or write you back within 14 business days of your call.

You may visit our websites at www.DentaQuest.com or www.dmas.virginia.gov for more information about the program.



When and How to File a Complaint (Grievance) or an Appeal

You have the right to file a complaint (grievance) or appeal with the **Smiles For Children** program if:

- You do not agree with the way we interpret this handbook
- The quality of service does not meet your child's needs
- You do not agree with our decision not to approve care
- You are not happy with a provider

Complaints (Grievances)

Complaints or grievances are when you call or send a letter to tell us you are not happy with a decision DentaQuest has made other than a denial or reduction of services. Some examples of complaints may include: the quality of care or quality of services received, access to dental care services, provider care and treatment, or administrative issues.

If you have a complaint (grievance), you can call us at 1-888-912-3456 or write to us at the address listed below.

DentaQuest
Smiles For Children
Attention: Complaints and Appeals
12121 N. Corporate Parkway
Mequon, WI 53092

Once we receive your complaint (grievance), we will begin to investigate the problem. You will get an answer in no more than 30 working days from the date we received your complaint (grievance).

Appeals

If you disagree with a decision DentaQuest has made to deny a request or bill for dental care services, you or someone on your child's behalf can file an appeal. To file an appeal, or to request assistance with filing an appeal, contact us at 1-888-912-3456. You have 30 days after you receive our decision to deny your request or bill to file an appeal.

To file an appeal you will need to send us a written request that has:

- Your name and your child's name
- Your provider's name
- The date of service
- Your mailing address
- An explanation of why we should change our decision
- A copy of any information that will support your request, such as additional documents, records, or information that is important to your appeal.

A written appeal needs to be mailed to:

DentaQuest
Smiles For Children
Attention: Complaints and Appeals
12121 N. Corporate Parkway
Mequon, WI 53092

A Committee will look at your appeal. If your appeal involves a dental health issue, the Committee will include a dental professional who has the right training and experience for making the decision on the dental issue. DentaQuest will respond in writing to your appeal within 30 days from the date it is received, or within 3 days if the condition needs immediate attention.



State of Virginia Fair Hearing Process

You can also request a State Fair Hearing at the same time, after, or instead of appealing to DentaQuest Dental. Your request for a State Fair Hearing should be in writing and sent to:

Appeals Division
Department of Medical Assistance Services
600 E. Broad Street
Richmond, Virginia 23219
(804) 371-8488
Appeal/review requests may also be faxed to:
(804) 371-8491

After you file your request for a State Fair Hearing you will be notified by the Department of Medical Assistance Services of the date, time, and location of the scheduled hearing. Most hearings can be done by telephone. The hearing officer's decision is the final administrative decision rendered by the Department of Medical Assistance Services. However, if you disagree with the hearing officer's decision you may appeal it to your local circuit court.

Fraud and Abuse

DentaQuest is committed to detecting, reporting and preventing potential fraud and abuse. You can help to reduce health care fraud and abuse by reporting any concerns you may have. Some examples of member and provider fraud and abuse are:

- Members lending their member ID card to someone else so he or she can get dental services.
- Providers billing for services that were never received

If you have any questions, concerns, or would like to report potential fraud or abuse, please call Member Services at 1-888-912-3456. You may also contact our anonymous Fraud Hotline at 1-800-237-9139. You do not need to identify yourself.

Assurance of Non-Discrimination

We do not allow unfair treatment in the **Smiles For Children** program. The health care provider cannot discriminate against you. No one is treated a different way because of age, sex, race, color, physical, or mental handicap, national origin, ethnicity, religion, sexual orientation, genetic information, economic status, source of payment or type, or degree of illness or condition. If you feel you have been treated unfairly because of this, please call 1-888-912-3456.

Important Phone Numbers

Smiles For Children Member Services: 1-888-912-3456

Transportation Assistance Reservations Numbers

- **FFS-Non MCO:** 866-386-8331
- **INTotal:** 800-894-8139 – all ages for ambulatory, wheelchair, and 18 years or younger needing a stretcher or non-emergency ambulance. 800-600-4441 19 years and over needing a stretcher or non-emergency ambulance
- **Anthem HealthKeepers Plus:** 877-892-3988 – All ages ambulatory and wheelchair. 800-533-1120 – All ages needing a stretcher and non-emergency ambulance.
- **Optima Family Care:** 877-892-3986 – All ages ambulatory and wheelchair. 800-881-2166 – All ages needing stretcher and non-emergency ambulance services.



- **CoventryCares of Virginia:** 800-734-0430 – All ages ambulatory and wheelchair. 804-747-3700 x1156 – All ages needing stretcher and non-emergency ambulance services. 804-747-3700 option 4 then 2 then 2 (for preauth).
- **VA Premier:** 800-727-7536 -Richmond/Central/Western
- **VA Premier:** 800-828-7989-Tidewater
- **VA Premier:** 888-338-4579-Roanoke/Danville/Lynchburg/Far Southwest
- **Kaiser:** Transportation Reservation 866-823-8349, Ride Assist 866-823-8350

Helpful Dental Tips

- Practice good dental health habits. Brush 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.
- Ask your dentist and/or pediatrician about fluoride varnish as soon as your child gets their first tooth.
- Beginning at age six ask your child’s dentist about having sealants places on their tooth.

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