



MassHealth



# MassHealth Dental Benefit Booklet

DentaQuest

January 2012



Important! This information is about your MassHealth benefits. It needs to be translated right away. MassHealth can translate it for you. If you need help with translation or other help, call MassHealth at 1-800-207-5019.

¡IMPORTANTE! Esta información es acerca de sus beneficios de MassHealth. Es necesario que sea traducida inmediatamente. MassHealth se la puede traducir. Si necesita ayuda con traducción u otro tipo de ayuda, llame a MassHealth al 1-800-207-5019. (SP)

សំខាន់! ព័ត៌មាននេះអំពីកម្រៃនៃកម្មវិធីបំរុងសុខភាព MassHealth។ ព័ត៌មាននេះត្រូវការបកប្រែ ភ្លាមៗ។ កម្មវិធី MassHealth អាចបកប្រែជូនអ្នកបាន។ បើអ្នកត្រូវការឲ្យគេជួយបកប្រែ បដរាម ផ្សេងៗទៀត សូមទូរស័ព្ទមក កម្មវិធី MassHealth តាមលេខ 1-800-207-5019. (CAM)

請注意！本文與您的麻州保健計劃有關，必須即時譯成中文。我們可以為您翻譯。若您需要翻譯或其他方面的協助，請致電 1-800-207-5019 與麻州保健計劃聯絡。(CHI)

TRE ENPOTAN! Enfòmasyon sa a konsènen benefis MassHealth ou. Fòk yo tradwi l touswit pou w. MassHealth kapab tradwi l pou w. Si w bezwen èd ak tradiksyon an oubyen ak lòt bagay, rele MassHealth nan 1-800-207-5019. (HC)

ຈຸດສຳຄັນ: ຂໍ້ມູນຂ່າວນີ້ເວົ້າເຖິງລ່າປະໂຫຍດຂອງໂຮງກາງ MassHealth. ຂໍ້ມູນນີ້ຈະຕ້ອງໄດ້ ແປອອກເປັນພາສາຂອງທ່ານໄວທີ່ສຸດ. ທາງ MassHealth ສາມາດແປຂໍ້ມູນໃຫ້ທ່ານ. ຖ້າທ່ານ ຕ້ອງການຄວາມຊ່ວຍເຫຼືອໃນດ້ານແປພາສາ ຫຼືອື່ນໆອີກ, ເຊິນຕິດຕໍ່ກັບ MassHealth ໄດ້ໂດຍ ໂທຮະສັບ 1-800-207-5019. (LAO)

IMPORTANTE! Esta informação diz respeito aos seus benefícios da MassHealth. Precisa de ser traduzida imediatamente. MassHealth pode fazer a tradução para si. Se precisar de ajuda para traduções ou para qualquer outra situação, telefone para MassHealth – 1-800-207-5019. (POR)

ВНИМАНИЕ! Данная информация касается полагающихся вам медицинских льгот по программе MassHealth. Ее необходимо срочно перевести. Перевод может быть выполнен представителем программы MassHealth. Если вам понадобится помощь с переводом или другие виды содействия, просьба позвонить в представительство программы MassHealth по бесплатному телефону 1-800-207-5019. (RUS)

ĐIỀU QUAN TRỌNG! Thông tin này nói về các quyền lợi của MassHealth và cần được chuyển ngữ ngay. MassHealth có thể chuyển ngữ các thông tin này cho quý vị. Nếu cần được giúp đỡ về việc chuyển ngữ hay các dịch vụ khác, xin gọi đến MassHealth tại số 1-800-207-5019. (VTN)

Attention ! Ces renseignements concernent les services couverts par votre assurance MassHealth. Faites les traduire le plus rapidement possible. MassHealth peut le faire pour vous. Si vous désirez vous faire aider pour la traduction ou si vous avez d'autres questions, téléphonez à MassHealth au 1-800-207-5019. (FR)

مهم! هذه المعلومات تتعلق بالامتيازات الممنوحة لك من ماسهيلس (MassHealth) و يجب أن تترجم حالاً. بإمكان ماسهيلس (MassHealth) القيام بالترجمة لكم. إذا احتجت للترجمة، عليك الاتصال بماسهيلس (MassHealth) على الرقم 1-800-207-5019 (ARA)

January 2012

Dear MassHealth Member,  
We have some important news about the MassHealth dental program that you need to know.

MassHealth has contracted with Dental Service of Massachusetts, Inc. (DSM) to manage the MassHealth dental program. DSM and its subcontractor, DentaQuest, LLC (DentaQuest) will work with MassHealth to help improve the MassHealth dental benefit. Some of the things DSM/DentaQuest will do include:

- working to increase the number of MassHealth dental providers;
- helping you find a MassHealth dental provider near where you live;
- helping you schedule an appointment with a MassHealth dental provider if needed;
- providing you with information about the best ways to care for your teeth and maintain good oral health; and
- answering questions about your MassHealth dental benefit.

You will need to call the Dental Customer Service team at the telephone number listed in this booklet for your questions about MassHealth dental benefits. You should continue to call MassHealth Customer Service if you have questions about any of your other MassHealth benefits. Please read this booklet carefully and keep it handy. It contains a lot of important information about your MassHealth dental benefit.

## The MassHealth Dental Program

\*DentaQuest, LLC is subcontractor to Dental Service of Massachusetts, Inc.

# Table of Contents

Information about Your Dental Benefit.....	6
Dental Services Covered by MassHealth .....	7
How to Find a Dentist .....	9
Making Dental Appointments.....	11
What to Do in an Emergency.....	12
Your Rights and Responsibilities .....	13
What if I Have Questions?.....	14
When and How to File a Complaint .....	15
When and How to File an Appeal .....	16
Assurance of Non-Discrimination .....	17
Helpful Dental Tips .....	17

## Information about Your Dental Benefit

Dental care is one of many benefits available to children and adults who are eligible for MassHealth. In general, you are eligible for the dental benefit if you are enrolled in one of the following coverage types:

- MassHealth Standard
- MassHealth Basic
- MassHealth CommonHealth
- MassHealth Essential
- MassHealth Family Assistance (Direct Care)
- MassHealth Family Assistance (Premium Assistance)
- MassHealth Prenatal
- MassHealth Limited (emergency services only)

The MassHealth dental program regulations at 130 CMR 450.105 and 420.000 describe the dental benefit, service limitations, and member eligibility. This booklet gives you a general overview of the dental benefit and explains the importance of maintaining good oral health.

Call the Dental Customer Service telephone number below to speak with a representative if there is something you do not understand, if you have any questions about your MassHealth dental benefit, or if you need help finding a MassHealth dentist.

### **Dental Customer Service**

**1-800-207-5019**

**TTY: 1-800-466-7566**

(for people with partial or total hearing loss)

8:00 A.M. to 6:00 P.M.

Monday through Friday.

# Dental Services Covered by MassHealth

## Services for Children (Members under Age 21)

The Early and Periodic Screening, Diagnosis and Treatment (EPSDT) program is designed to provide comprehensive and continuous health care to prevent illness and disability for MassHealth members under age 21 who are enrolled with Standard and CommonHealth coverage. EPSDT helps to create awareness and value of preventive well-child care services such as dental care. Members enrolled in MassHealth Standard and CommonHealth are eligible for all medically necessary dental services.

MassHealth members under age 21 enrolled in Basic, Family Assistance (Direct Care), Family Assistance (Premium Assistance), Prenatal, Limited, and Essential are covered for medically necessary dental services according to the coverage type.

Routine exams are visits to the dentist for a dental checkup. Dental checkups are an important part of your child's overall health. The dentist will look in your child's mouth to see if your child's teeth, gums, and bones supporting the teeth are healthy. At this time, the dentist will see if your child needs other dental services. Sometimes during the checkup the dentist will clean your child's teeth and take X rays.

Dental services may include relief of pain and infection, teeth fillings, and preventive services such as cleanings to maintain good dental health. A dental screening is part of a physical exam your child gets during a wellchild checkup, but it does not take the place of an exam by a dentist. Your child should begin going to the dentist at three years of age, or sooner if necessary.

Dental services that are available to your child according to coverage type include:

✓ Oral exams (twice in 12 months)	✓ Space maintainers
✓ X rays	✓ Oral surgery
✓ Cleanings (twice in 12 months)	✓ Extractions (tooth-pulling)
✓ Fluoride (twice in 12 months)	✓ Anesthesia
✓ Sealants	✓ Crowns
✓ Braces (if qualified)	✓ Fillings
✓ Root canal treatments	✓ Any other medically necessary dental service

Some services may need to be approved by MassHealth before the dentist can provide them. The dentist will know which services these are and will request approval if he or she feels that you need these services. You do not need to do anything to request approval.

### **Services for Adults (Members Aged 21 and Older)**

MassHealth members aged 21 and older are eligible for dental services performed by a MassHealth dentist. Adult members who have been determined by the Department of Developmental Services (DDS) to be eligible for DDS services receive a different dental benefit package than Adults who are not DDS Clients. Examples of covered dental services for adults include:

#### **(Non-DDS Members)**

✓ Oral exams (twice in 12 months)	✓ Some Oral Surgery (such as removal of impacted teeth, biopsies, soft-tissue surgery)
✓ X rays	✓ Extractions (tooth-pulling)
✓ Cleanings (twice in 12 months)	✓ Anesthesia

## **(DDS Members)**

✓ Oral exams (twice in 12 months)	✓ Some periodontal (gum) services
✓ X rays	✓ Dentures
✓ Cleanings (twice in 12 months)	✓ Extractions (tooth-pulling)
✓ Root canal treatment (on front teeth)	✓ Anesthesia
✓ Oral surgery	✓ Crowns
✓ Fillings	

Some services may need to be approved by MassHealth before the dentist can provide the service. The dentist will know which services these are and will request approval if he or she feels that you need these services. You do not need to do anything to request approval.

## **Pregnancy and Oral Health**

During pregnancy, gums may become puffy and sensitive, and may even bleed when you brush your teeth. Women with cavities and poor oral health may be more likely to have small babies and to give birth earlier. There are simple ways to improve your oral health, such as brushing your teeth twice a day, flossing every day, and seeing a dentist, especially if you are pregnant. Keeping your teeth clean will help to avoid these problems. Talk to your dentist about your oral health.

## **How to Find a Dentist**

### **Dental Customer Services**

MassHealth will pay for covered dental services only if they are provided by dental providers enrolled in MassHealth. Dental customer service representatives can help you find a MassHealth dental provider who is taking new patients and can even help you schedule an appointment. To speak with a dental customer service representative, call Dental Customer Service



at **1-800-207-5019**. When you call, you should have these items ready:

- ✓ a pen or pencil
- ✓ some paper
- ✓ your address, including zip code
- ✓ your daytime telephone number
- ✓ information about any special needs you may have
- ✓ your (or your child's) MassHealth card

## **MassHealth Dental Provider Directory**

Dental customer service representatives can give you a list of dentists who are enrolled in MassHealth. The list is called the MassHealth Dental Provider Directory. This directory is updated regularly as new information is received. You can view the directory yourself on the Internet at [www.masshealthdental.net](http://www.masshealthdental.net). You can also call the toll-free Dental Customer Service line at **1-800-207-5019** to find out if a dentist is listed in the directory.

## **On the Web: Find-A-Provider**

It is easy for you to find a dentist quickly in your area. Go to the MassHealth dental Web site at [www.masshealth-dental.net](http://www.masshealth-dental.net). Click on Find a Provider and fill in the information requested, such as your zip code, city, or town. You can also search for a dental specialist. A list of MassHealth dental providers and specialists in your area will be displayed. Just review the list and call any one of the providers listed to make an appointment.

## **Intervention Services**

If you need extra help finding a dentist, the dental customer service representative may connect you to an intervention service specialist. Even if you do not need help finding a dentist, an intervention service specialist may contact you to:

- ✓ provide information on the importance of getting oral health care;
- ✓ explain dental office procedures, such as the need to call your dentist to cancel an appointment;
- ✓ remind you about an appointment; or
- ✓ encourage you to seek follow-up care.

## **Making Dental Appointments**

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

- ✓ a pen or pencil
- ✓ some paper
- ✓ your (or your child's) MassHealth card
- ✓ a calendar

Tell the dentist's office that you want to make an appointment to see the dentist, and whether you or your child need a checkup, or if you are having a problem. See which dates and times the dentist has available that work best for you. Write down the appointment date and time on your calendar.

When the date of your (or your child's) appointment comes, allow plenty of time to get to the office a few minutes early to check in and fill out any needed paperwork. If you have been going to a different dentist, please ask that dentist to send your dental records to your new dentist. It is best to do this as soon as you have an appointment scheduled with your new dentist to allow time to get the records.

If you are not able to keep your dental appointment, call the dentist's office as soon as possible to let them know that you or your child(ren) will not be coming and to make another appointment. By calling to cancel an appointment, someone else can get the services they need. If you don't call, your appointment time is wasted.

**Some dental offices have a policy that they can refuse to treat patients who do not call to cancel an appointment or who cancel too many times.** You do not want this to happen to you. It is important to your health that you go to your dental appointments.

Your dentist will need to verify your or your child's MassHealth eligibility status each time you visit the dentist, so please bring your MassHealth card with you. Report the loss or theft of your MassHealth card to MassHealth Customer Service at 1-800-841-2900 right away. Call this number for all your questions about the MassHealth program, except dental. **For dental issues**, call Dental Customer Service at **1-800-207-5019**.

## **What to Do in an Emergency**

You or your child(ren) can also see a MassHealth dentist for dental emergencies. You should ask your or your child's dentist how to contact him or her in an emergency. The dentist may have a different telephone number to call for dental emergencies.

If you are away from home during an emergency, call Dental Customer Service at 1-800-207-5019 for help finding a participating dentist in the area.

## **What if I Need Transportation?**

You may be eligible for transportation to your or your child's dental appointment through MassHealth. Contact MassHealth Customer Services to get information about whether transportation services to and from the dentist are covered under your coverage type. Transportation always requires approval ahead of time. If you need transportation to the dental appointment, and are eligible for transportation, the dentist will request approval from MassHealth. Make sure to tell the

dentist when you make the appointment that you will need transportation. If transportation is approved for your or your child's dental appointment, you will get a letter telling you everything that you will need to know to make arrangements. If MassHealth denies the request for transportation, you will get a letter telling you that you can appeal the decision.

## Your Rights and Responsibilities

As a member of MassHealth, you have the **right** to:

- ✓ be treated with respect, dignity, and privacy;
- ✓ receive information about MassHealth and the dental services available to you;
- ✓ choose a provider from the MassHealth Dental Provider Directory;
- ✓ refuse care from a specific dentist;
- ✓ make decisions about your dental care;
- ✓ file a complaint or an appeal about a dental provider or the MassHealth Dental Program;
- ✓ have access to your dental records;
- ✓ not be discriminated against by the dental provider on the basis of age, sex, race, physical or mental disability, national origin, ethnicity, religion, sexual orientation, genetic information, source of payment or type, or degree of illness or condition;
- ✓ have your health and dental information kept private in accordance with state and federal laws; and
- ✓ receive information about changes in MassHealth dental benefits.

As a MassHealth member, you are **responsible** for:

- ✓ making sure you use your MassHealth dental benefit;
- ✓ asking questions if you do not know or understand anything about your dental benefit;
- ✓ listening to the dentist and following instructions about the care of your teeth;

- ✓ making and keeping dental appointments;
- ✓ contacting your dental and transportation providers as early as possible if you have to cancel your appointment;
- ✓ showing your or your child's MassHealth ID card and any other insurance card every time you go to the dentist;
- ✓ making sure you are the only person who uses your MassHealth ID card and letting MassHealth know if it is lost or stolen;
- ✓ answering questions about your health and the health of your child(ren) that will help your dentist take care of you and them;
- ✓ telling your dentist if you were seen by another dentist recently;
- ✓ requesting that your dental records be sent to your new dentist;
- ✓ informing MassHealth Customer Service as soon as possible if:
  - your address or phone number changes;
  - you have a new baby or your family size changes;
  - you (or an immediate family member) lose your job, get a new job, or have other insurance; or
  - your or your child's name changes.

## **What if I Have Questions?**

You may call or write Dental Customer Service if you have any questions or comments about your MassHealth dental benefit, including:

- ✓ how to find a MassHealth dentist or specialist;
- ✓ the dental services available to you or your child(ren) as a MassHealth member;
- ✓ information about preventive well-child care and EPSDT services;
- ✓ oral health care and the importance of taking care of your teeth;
- ✓ when your child should start to visit a dentist;

- ✓ the MassHealth rules about the dental benefit; and
- ✓ this Dental Benefit Booklet and other information sent to you.

Call Dental Customer Service at **1-800-207-5019** with your questions or comments. Dental customer service representatives will make every effort to respond to your questions during your phone call. If the representative cannot completely respond to your questions on the phone, he or she will call or write you back within one business day of your call.

If you prefer, you may write to Dental Customer Service at the address below:

Member Services  
MassHealth Dental Program  
12121 N. Corporate Parkway  
Mequon, WI 53092

You may also **e-mail** us at **member@masshealth-dental.net**. Use this email address only for general questions. Since we cannot guarantee the security of the information that you e-mail to us before it arrives in our offices, please do not include your name, or MassHealth ID number in the email.

You may also visit the MassHealth dental Web site at **www.masshealthdental.net** for more information about your dental benefits.

## **When and How to File a Complaint**

A complaint is when you call or send a letter to tell us you are not happy with a service you received or a decision made about your or your child's dental care other than a denial or reduction of dental services.

If you have a complaint, you can call Dental Customer Service at **1-800-207-5019** and tell an intervention services specialist your complaint. The intervention services specialist will fill out a complaint form for you, or you can ask that a complaint form be mailed to you. Return completed complaint forms to the following address:

Intervention Services  
MassHealth Dental Program  
P.O. Box 9708  
Boston, MA 02114-9708

Once we receive your complaint, an intervention services specialist will begin to investigate the problem. He or she may need to call you or your dentist to get information. You will get a response in no more than 30 working days from the date we received your written complaint.

## **When and How to File an Appeal**

If you disagree with a decision MassHealth made about your dental benefit, you have the right to file an appeal and request a fair hearing. To file an appeal, or to request help filing an appeal, contact Dental Customer Service at 1-800-207-5019. You have 30 days after you receive a decision about your benefit to file an appeal.

You will need to fill out a Fair Hearing Request Form which can be found on the dental Web site at: [www.masshealth-dental.net](http://www.masshealth-dental.net).

You should make a copy of your Fair Hearing Request Form for yourself and mail the original to:

Board of Hearings  
Office of Medicaid  
100 Hancock Street, 6th Floor  
Quincy, MA 02171

This address is also listed on the Fair Hearing Request Form. Hearing requests may also be faxed to: **1-617-847-1204**

At least 10 calendar days before the fair hearing, the Board of Hearings will send you a notice telling you the date, time and place of the hearing. If you disagree with the hearing officer's decision, you may submit an appeal for judicial review with the Superior Court within 30 days of the receipt of the Board of Hearings decision.

## **Assurance of Non-Discrimination**

You may not be treated a different way because of your age, sex, race, physical or mental disability, national origin, ethnicity, religion, sexual orientation, genetic information, source of payment or type, or degree of illness or condition. If you feel you have been treated differently because of this, please call Dental Customer Service at **1-800-207-5019**.

## **Helpful Dental Tips**

- ✓ Brush your teeth twice a day.
- ✓ Clean between your teeth every day with dental floss.
- ✓ Visit the dentist for a checkup every six months.
- ✓ Remember that good dental care for your baby starts during your pregnancy and continues throughout their life.
- ✓ Never allow your child to fall asleep with a bottle of milk, formula, fruit juice, or sweetened drinks in his or her mouth.
- ✓ Keep your dental appointments.
- ✓ Limit sweets and sodas.
- ✓ Remember that good dental health is very important to pregnant women and their unborn children too. The health of a mother's gums can affect her unborn baby's overall health.
- ✓ Be sure to call Dental Customer Service if you have any questions or need any information about your dental benefit at 1-800-207-5019.