Orange County Ryan White Dental Services
Client Frequently Asked Questions

With the implementation of the Affordable Care Act (ACA) clients now have expanded access to dental insurance. The questions and answers below are provided based on information known as of April 13, 2017.

1. **How do I get Ryan White dental services?**
   You will need to get a referral from your assigned Ryan White provider:
   - 17th Street Care
   - 17th Street Eligibility
   - AIDS Services Foundation (ASF)
   - AltaMed
   - APAIT
   - Delhi Center
   - Shanti Orange County

   When getting the referral, your provider will check your eligibility and insurance information. A referral will only be made if you have valid eligibility. The referral is valid up to your eligibility expiration date.

   You can choose the dental office that is most convenient for you.   The referral form will be sent to the provider office on your behalf. The dental office will call you to set up an appointment after they have received the referral form. If you do not get a call from the dental office within three working days, please call the office directly and state that a referral form was sent in for you.

2. **How do I get a referral if I do not have a Ryan White medical care or case management provider?**
   Individuals who have completed eligibility, but are not case managed, may request a dental referral by making an appointment with the eligibility staff that completed your eligibility screening.

3. **Where can I get dental services?**
   You can get dental services at any of the Ryan White-funded dental provider offices.
   - Santa Ana: Dr. Ly, 17th Street Dental Clinic
   - Garden Grove: OC Art of Dentistry
   - Santa Ana: Bristol Family Dental
   - Laguna Beach: Dr. Garcia

4. **If I have Denti-Cal, what is the benefit of going to one of the Ryan White providers above?**
   There are some services that are not covered by Denti-Cal and are covered by Ryan White. If you choose a provider that accepts Denti-Cal and Ryan White, a service that is not covered by Denti-Cal may be billed to Ryan White. Your dental provider will be required to submit proof that coverage is not available or denied. In addition, Ryan White dental will not cover all procedures (see question 6).

5. **If I have private dental insurance, can I use Ryan White instead?**
   No. Ryan White is a payer of last resort and can only be used when there is no other coverage available. Clients with private insurance should be referred to dentists covered by their insurance. Clients with private insurance should not be referred to a Ryan White dental provider unless that Ryan White dentist also accepts their private dental insurance. A Ryan White referral should NOT be submitted for clients with private dental insurance.

6. **Will Ryan White dental cover my private dental insurance co-pays?**
   No. Ryan White dental is not an insurance company and does not act as a secondary insurance.

7. **What services are not covered by Ryan White?**
   Ryan White does not cover dental implants, cosmetic procedures, periodontal services, complex root canals, or oral surgery cases requiring specialist care. Providers may help refer you to other dental offices or dental schools that may charge for these services.

8. **Can I get the same services at the non-17th Street dental offices?**
   Yes, all of the providers can offer the same services. Non-17th Street dental providers can perform a list of basic dental services without requesting authorization. These basic services include dental exams, cleanings, x-rays, fillings, extractions, and emergency visits. If additional or more complicated procedures (such as a root canal) are required, the non-17th Street dentist will have to request authorization. Authorizations should take no longer than five (5) business days if all forms and information provided is complete and sufficient.

9. **How long will it take to get my first appointment?**
   The time from referral to your first appointment will depend on each dental office's capacity and your dental needs. Appointments are required for all new patients. The dental office will call to make an appointment once the referral is received.

10. **How long does the referral process take?**
    The referral approval process can take up to five (5) business days.

11. **What is the referral process?**
    Your provider or case manager will complete the dental referral and send it either to the 17th Street Dental Clinic or the Dental Specialty Coordinator (for the non-17th Street Dental).

17th Street Dental Clinic	**Other Dental Offices**
• Ryan White eligibility will be verified	• Ryan White eligibility will be verified
• Insurance will be checked	• Insurance will be checked
• An appointment will be scheduled	• An authorization number will be given for the referral and the referral form will be faxed to the dental office
	• The dental office will contact you to make an appointment

12. **How long does it take to finish treatment?**
The time it takes to complete treatment for one tooth is based on what needs to be done and the client's ability to keep all appointments and arrive on time. Sometimes treatment can be done in one visit (for example, a cleaning or simple filling). Other treatments could take several visits to complete (for example, a bridge, root canal, or dentures). Talk to your dentist about the timeframe for finishing treatment for your situation.

13. **What can I expect during a visit?**
It depends. Each visit is different, but you should expect the dentist to discuss the treatment plan with you. If the treatment is not covered or is optional (i.e., upgraded services like porcelain crowns), the dentist will review the treatment plan with you and you will be asked to sign the treatment plan to acknowledge that the treatment plan was reviewed. If you choose an optional treatment or treatment that is not covered, you will be responsible for paying the fee. Ryan White does not cover optional services your dental provider may recommend.

14. **If I have Medicare and Medi-Cal (Medi/Medi), can I receive Ryan White dental services?**
It depends. You first need to find out if you have dental coverage under your plan (for example, individuals who have CalOptima OneCare HMO automatically have dental coverage. If you have OneCare you are not eligible for Ryan White services). Individuals who have Medi/Medi, but do not have dental benefits under Medicare, are eligible to receive dental benefits through Denti-Cal (Medi-Cal). Talk to your case manager or eligibility worker if you have questions about your dental coverage.

15. **If I have a Medi-Cal Share of Cost (SOC) that I cannot pay, can I receive Ryan White dental services?**
It depends. If the dental service needed is not covered under Denti-Cal, but is covered by Ryan White, then Ryan White can pay for the service, regardless of the SOC being paid. If the service is covered by Denti-Cal, Ryan White cannot cover the service.

16. **Can I change my dentist at any time?**
Yes, you can change your dentist at any time. However, to maintain continuity of care, it may be best for you to stay with the same dentist while a treatment is being completed. If possible, talk to your dentist or case manager before you change your dental provider. You should not change dentists in the middle of treatment.

17. **How can I change my dentist?**
You can contact your assigned Ryan White medical provider or case manager and request a new dental referral to change dentists. If you do not have a Ryan White medical provider or case manager, you can contact your eligibility worker (See questions 1 and 2 above).

8 Reminders for Clients

1. You must have eligibility complete to access or continue dental services.

2. Your dental referral expiration date is based on your eligibility expiration date. If your eligibility is expired, the Dental Provider may reschedule your appointment. Do not miss your eligibility appointments.

3. Talk to your dentist or case manager before switching to another dentist.

4. Talk to your dentist or case manager any time you feel <u>pain</u> or a <u>change</u> in your condition.

5. Go to all of your scheduled appointments. Each dental office has a policy for billing clients a non-show fee. If you are billed a fee for missing an appointment, Ryan White will not pay the fee.

6. Be on time to all of your appointments.

7. Keep your contact information updated with your case manager and dentist.

8. If you cannot make it to an appointment, call the dental office to let them know at least 24 hours before the appointment to avoid a missed appointment fee.