

New Statewide Prepaid Dental Health Plan

for Children on Medicaid

YOUR CHILD'S RIGHTS & OPTIONS



What rights does my child have to dental care?

Under Medicaid, your child has a legal right to dental care (for example: cleanings, sealants, fillings, extractions, and medically necessary orthodontia). However, most children on Medicaid have not been able to get these services because very few dentists take Medicaid.

What is the new Medicaid Prepaid Dental Plan?

Florida Medicaid is trying to help children access dental services by assigning most Medicaid children and youth (through age 20) to one of two statewide prepaid dental plans (DentaQuest and MCNA). These plans are required to have "provider networks" of Medicaid dentists. Beginning October 2012, Florida Medicaid will start making assignments to these plans. You will know when your child has been assigned to a plan when you get a letter from Medicaid. **You may need to take action when you get the letter from Medicaid if your child currently has a dentist you want to keep.**

How to do I disenroll or change my child's prepaid plan?

You can disenroll from a prepaid plan or change plans at any time by calling the Medicaid Helpline: 1-888-367-6554, available Mon.-Fri. 8:00 a.m.-7:00p.m., 1-800-653-9803 (TDD users) or online at www.medicaidoptions.net

What are my child's rights under the new prepaid plan?

- 1) Right to Keep his/her Current Medicaid Dentist:** If your child already has a Medicaid dentist you want to keep, you can keep that dentist, but you must take action when you get the letter from Medicaid. Check with your dentist to find out if they work with either prepaid dental plan. If the dentist does not, you can disenroll your child from the plan and choose to keep your child in regular Medicaid for dental care.* If your dentist works with a plan but it's not your assigned plan, you can change to the dentist's plan. See box on how to disenroll.
- 2) Right to Choose a Medicaid Prepaid Dental Plan or Stay in Regular Medicaid for Dental Care:** You can disenroll your child at any time from the prepaid plan to which they were assigned and enroll them instead in regular Medicaid* or the other prepaid plan. See box below on how to disenroll.
- 3) Right to Get Necessary Dental Care without Delay:** Regardless of whether your child is enrolled in a prepaid dental plan or regular Medicaid, your child has a right to receive dental care without delay or interruption. If you have trouble getting the services your child needs, you may have a right to appeal. See box below on how to get legal assistance.

▶ ***Please Note:** Children in the following counties are already required to get dental care through Medicaid Prepaid Plans and cannot choose regular Medicaid: Miami-Dade, Broward, Duval, Baker, Clay, and Nassau counties.

What if I have difficulty disenrolling from a plan or getting services my child needs?

If your child has trouble disenrolling from a prepaid dental plan or experiences a delay or denial of a medically necessary dental service, your local legal services office may be able to assist you.

▶ **To find your local legal services program, visit the Florida Law Help website at: <http://floralawhelp.org/find-legal-help/health/medicaid>**