



PEOPLE WITH DISABILITIES often face challenges getting dental care. Currently, The Medicaid/Medical Assistance (MA) programs in Pennsylvania, either under fee-for-service (FFS), ACCESS Plus or through your local Medical Assistance Managed Care Organization (MCO), are required to make dental care available to **people with disabilities**. ✦ It is so important to take care of your teeth and gums. Poor oral health has been linked to a higher risk of heart disease, strokes and other serious conditions. ✦ Approximately 75% of people with disabilities can safely receive dental care at their neighborhood dentist. Behavior management techniques, a de-sensitization plan or pre-sedation can often enable a community dentist to serve people with disabilities.

TO FIND A DENTIST WHO ACCEPTS MEDICAID/MEDICAL ASSISTANCE

First call the dental provider service listed on your card. If you have specific needs, let them know what they are. They should be able to give you a name/list of dentists who can provide the specialized services.

If they can't help or don't understand what supports you need; call

FFS/Access Plus

—use the Medical Assistance Call Center
1.866.542.3015 Monday–Friday, 8AM–5PM

1.877.202.3021 TDD/TYY

Access Plus (Children & Adults) — call 1.800.432.7633

For MCO users

1. Turn over Medical Assistance Card
2. Locate **Member Services** or **Customer Services** phone number
3. Call and ask for the **Special Needs Unit**

STILL HAVING A PROBLEM?

Office of Medical Assistance Programs
(Dental) Recipient Service Line 1.800.509.0987

Pennsylvania Health Law Project website offers

“Appealing a coverage decision made by your Medical Assistance plan: A Guide to Grievances, Complaints and Fair Hearings in Pennsylvania’s Medical Assistance Program”

<http://www.phlp.org/Website/Appeals/Appeals%20Brochure%202009%20Final.pdf>

1.800.274.3258 1.866.236.3610 TTY www.phlp.org

Commonwealth Information Center

(opinions, comments, complaints)

1.800.932.0784 TDD/TYY 1.800.324.8040



GET THE HELP YOU NEED TO COMPLETE THE VISIT.

Be clear with the dentist. Tell them how to help.

For example:

“Please keep the chair in one position and I will sit in it. Please don't move it around.”

“Jean will be wearing dark sunglasses. Can she wear headsets with music?”

“Please show me everything you are about to do. No surprises.”

Be there. **Missed appointments are one main reason dentists say they won't treat people with disabilities.**

Often transportation is a problem, and no fault of the patient. Free medical transportation is available for dentist appointments too. Contact your county Medical Assistance Transportation Program (MATP) provider if you are not already enrolled in your area, <http://matp.pa.gov/>

If you need support, ask if the office will give you extra reminder calls or ask your family, friends or staff to help remind you.

Show up early if possible, or call with advanced notice (days/weeks) if you have to cancel. Make sure you call if running late.

KEEP THE DENTIST YOU LIKE.

Make regular appointments before you leave the office. If the dentist and his office staff are great—thank them. Who knows, maybe they'll be willing to treat another patient with a disability.

DENTAL CARE—FOR EVERYDAY

Additional Information

NIDCR

<http://www.nidcr.nih.gov/OralHealth/OralHealthInformation/SpecialNeeds/>

ACHIEVA's Dental Site

<http://www.achieva.info/advancingoralhealthcare.php>

Other Pennsylvania Resources:

- State of Pennsylvania Medical Assistance: www.dpw.state.pa.us/ServicesPrograms/MedicalAssistance
scroll down to **More Information on Health Care**
click on **Dental Services**
- Health Care Quality Units (HCQU) information: http://achieva.info/docs/HCQU_list_contacts.doc

Sign Language Interpreter Services for Medical Appointments

Bureau of Fee-for-Service Programs

Telephone: 1-866.872.8969 TTY: 1-866.872.8970

Email: MA-Interpreter@state.pa.us

Fax: 1.717.772.6179, Attention MA-Interpreter

Translator Services Information to Culturally & Linguistically Appropriate Standards (CLAS)

<http://minorityhealth.hhs.gov/templates/browse.aspx?lvl=2&lvlid=15>

By law, federally funded health care organizations must offer and provide at no cost:

- Language assistance services at all points of contact, in a timely manner during all hours of operation.
- Information about your right to receive these services written and verbally in your preferred language.

It is important to get the correct medical information. Family and friends should not be used as interpreters (unless you request this).

This publication is supported by a grant from the Pennsylvania Developmental Disabilities Council and the FISA Foundation.

1st Printing: April, 2010



ACHIEVA
711 Bingham Street
Pittsburgh, PA 15203
412-995-5000 x569
toll free:
1-888-272-7229 x569

How to Find (and Keep) A Good Dentist

For people with disabilities
and their families



*A smile is the
universal welcome.*

—Max Eastman

