Orange County Ryan White Dental Services
Client Frequently Asked Questions

Effective May 1, 2014, adult Denti-Cal services have been reinstated for individuals who have Medi-Cal. Individuals who have Medi-Cal will have the option to go to any dentist that accepts Denti-Cal. Four of the five Ryan White Dental Providers (see below) are also Denti-Cal Providers. The questions and answers below are provided based on information known as of July 1, 2014.

1. **How do I get Ryan White dental services?**
   You will need to get a referral from your assigned Ryan White medical care or case management provider:
   - 17th Street Care
   - AIDS Services Foundation (ASF)
   - AltaMed
   - Delhi Center
   - REACH Program
   - 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 eligible expiration date.

   You can choose the dental office that is most convenient for you. However, if you have Denti-Cal you can only choose a Denti-Cal Provider. The referral form will be sent to the provider office on your behalf.

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 Dental Coordinator. Appointments can be made by calling (714) 834-7991 extension 1 and asking for a dental referral appointment.

3. **Where can I get dental services?**
   You can get dental services at any of the five Ryan White-funded dental providers in Orange County.
   - Santa Ana: Dr. Ly, 17th Street Dental Clinic
   - Santa Ana: Dr. Begino, Bristol Family Dental
   - Anaheim: AltaMed
   - Laguna Beach: Dr. Garcia
   - Mission Viejo: Dr. Begino, Alicia Parkway Dental: DOES NOT ACCEPT DENTI-CAL

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 both Denti-Cal and Ryan White, a service that is not covered by Denti-Cal may be billed to Ryan White. The following is an example of services not covered Denti-Cal that can be covered under Ryan White:
   - Filling- four or more surfaces
   - Simple root canal for bicuspid or molars
   - Retreatment of a previous root canal
   - Periodontal scaling and root planing (deep cleaning)
   - Partial dentures
   - Crowns

5. **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.

6. **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. Crowns, bridges, and dentures are available to clients on a limited basis using a waiting list (see question 13 below).

7. **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.

8. **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 the Dental Coordinator (see question 2 above). You should not change dentists in the middle of treatment.

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. The 17th Street Dental Clinic can see patients for a walk in emergency to address pain or infection during business hours. Appointments are required for all other services. For all other dental providers, services cannot begin without receipt of the referral.

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 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 Offices).

17th Street Dental Clinic

- Ryan White eligibility will be verified
- Insurance will be checked
- An appointment will be scheduled

Other Dental Offices

- Ryan White eligibility will be verified
- Insurance will be checked
- 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

The referral will also be reviewed for Ryan White eligibility and your insurance type. For the non-17th Street Dental Offices, the referral is given an authorization number and faxed to the dental office. The dental office will contact you to schedule 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. **Can I get crowns, bridges, or dentures (major dental services)?**
Due to limited funding, crowns, bridges, and dentures are provided to clients on a limited basis. There is a waiting list for these services that is prioritized based on the client's **medical or dental** need. Currently, the waiting time for a client can vary from months to years depending on the client's need. It is important for you to communicate any changes to your **medical or dental** need for major dental services to your case manager and/or dentist as it may affect your place on the waiting list. Any Ryan White dental provider can put a client on the waiting list for major services and provide the service.

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 you 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). As indicated above in question 4, Ryan White will cover certain services that are not covered by Denti-Cal.

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, 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.

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 pain or a change in your condition.

5. Go to all of your scheduled appointments.

6. Be on time to all of your appointments.

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

8. If you can't make it to an appointment, call the dental office to let them know.