

HMO Name	Contact Information
<p align="center"><b>SSHP (Sunshine State Health Plan)</b></p>	<p>Dental benefits are provided through <i>Managed Care of North America, Inc.</i> (MCNA Dental Plans). If you have any questions about your benefits or need additional information, please contact Member Services at <u>1-800-494-6262</u> (TDD/TTY: <u>1-800-955-8771</u>).</p>
<p align="center"><b>Citrus-500A</b></p>	<p>Dental benefits are provided through <i>Managed Care of North America, Inc.</i> (MCNA Dental Plans). If you have any questions about your benefits or need additional information, please contact <i>Citrus Health Care's Member Services</i> at <u>1-877-624-8787</u>.</p>
<p align="center"><b>Universal U-First</b></p>	<p>Covered in full for all Medicaid approved services. You may go to any <i>MCNA</i> approved provider. Call <i>Universal</i> at 1-877-261-2155 for help with finding a dentist.</p>
<p align="center"><b>First Coast Advantage</b></p>	<p>Please call FCA Member Services at <u>(866) 270-2422</u> Monday thru Friday between 8:00 a.m. to 7:00 p.m.</p>
<p align="center"><b>Freedom</b></p>	<p>Dental benefits are provided through <i>Managed Care of North America, Inc.</i> (MCNA Dental Plans). If you have any questions about your benefits or need additional information, please contact Member Services at 1-800-494-6262 (TDD/TTY: <u>1-800-955-8771</u>).</p>

## **DentaQuest (Formerly ADI)**

12121 North Corporate Parkway  
Mequon, WI 53092

<p><b><u>General Telephone Numbers</u></b></p> <p><i>Toll Free General Customer Service</i> 1.800.417.7140</p> <p><i>To Change Providers Call:</i> 1.800.964.7811</p>	<p><b><u>Partnership with:</u></b></p> <p>Molina JMH Florida Healthy Kids</p>
<p><b><u>Member Contact Numbers</u></b></p> <p><b><i>Hearing Impaired Line</i></b> 1.800.466.7566</p> <p><b><i>Utilization Management</i></b> 1.800.294.9650</p> <p><b><i>Report Fraud</i></b> 1.800.237.9139</p>	<p><i>Members with ADI/DentaQuest, Molina or Healthy Kids may call the DentaQuest customer service number for information.</i></p> <p><i>Members* with JMH may call either DentaQuest OR JMH directly at <u>1-800-439-7807</u></i></p>

## **MCNA (Managed Care of North America) Dental Plans**

<p><b><u>Member Services</u></b></p> <p><u>(954) 730-7131</u> <u>1-800-494-6262</u> 9am-5pm EST Monday through Friday excluding national holidays. For the hearing impaired TTY: <u>(800) 955-8771</u> Member Eligibility and Verifications (option 3)</p> <p><i><u>For Quick Online Response: <a href="mailto:contactus@mcna.net">contactus@mcna.net</a></u></i></p>
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**MCNA Partners with the following HMO's (Health Management Organizations):**

- If the FCMA plans on submitting a request for reimbursement, a written estimate should be provided to *Our Kids* BEFORE beginning treatment or paying for any services.

**Q: My child needs a referral to a specialist (endodontics, orthodontics, oral surgery, etc). What should I do?**

**A:** Any child needing a referral for specialized dental care must be seen by their primary assigned dental provider first and obtain a referral to an in-network specialist. If the child is uninsured, s/he must also be seen by a general or pediatric dentist first, obtain a referral and later schedule an appointment with the necessary dental specialist.

**Q: What should I do if a child is experiencing dental pain or discomfort?**

**A:** Contact the child's assigned dentist immediately for an emergency appointment.

- If emergency appointments are not available at the child's assigned provider or if the emergency occurs outside of business hours, the child must be taken to the nearest urgent care center or emergency room for evaluation and pain management.



**Contact Numbers &  
Important Insurance**



- Provider changes for MCNA will be effective immediately so long as the provider selected is accepting new patients and has appointment times available.
- Many dentists have age limits for patients so it is very important to verify what age ranges the selected provider will treat.

**Q: What if a child does not have active Medicaid?**

**A:** If a child does not have active Medicaid at the time of intake, *Our Kids* will email the Medicaid POC's for either licensed or relative care depending on the child's placement status to determine why the child's Medicaid is inactive. *Our Kids* will then notify the FCMA of the situation and refer the child to the dental mobile unit for an initial exam. Once the reason for the Medicaid being inactive is determined, *Our Kids* will advise the FCMA of the status and necessary steps to be taken.

**Q: What if a child does not qualify for Medicaid?**

**A:** Children who do not qualify for Medicaid will be referred to the dental mobile unit. If a unit is not available within the initial 30 days after removal, the FCMA must schedule the child at another dentist for an initial exam within the 30 day timeframe. The FCMA will be responsible for payment but may submit a request for reimbursement of UP TO 50% of the full amount of the bill to *Our Kids*. *Our Kids* will then determine on a case-by-case basis what amount (if any) will be reimbursed to the agency. (Please note that if a unit is available within 30 days and the FCMA does not register the child in time for the unit, *Our Kids* will NOT reimburse any funds to the agency).

**Q: I have a child that needs braces. What should I do?**

**A:**

- Any child needing orthodontic care or an orthodontic consultation must first obtain a referral from his or her assigned/ primary dentist.
- After the child is examined by the dentist, s/he will determine whether or not the child indeed needs to be referred for an orthodontic consultation.
- Once an orthodontic referral is received, the child must be seen by an in-network orthodontist as determined by the child's insurance plan. (If the child does not qualify for Medicaid, s/he should be referred to an orthodontist that offers free initial consultations).
- The orthodontist will then determine what, if any, orthodontic treatment the child needs, whether or not the treatment is "medically necessary" and will devise a treatment plan and written estimate.
  - Medicaid will only cover orthodontic treatment that is warranted "medically necessary". This is very rare and therefore the majority of patients will be responsible for payment.
  - The FCMA should try to negotiate pricing and a payment plan with the orthodontist.
  - The FCMA will be responsible for payment for orthodontic treatment. However, the agency may submit a request for reimbursement of UP TO 50% of cost of services to *Our Kids*. *Our Kids* will then determine on a case-by-case basis what amount (if any) will be reimbursed to the agency.
    - Please note that *Our Kids* WILL NOT reimburse the agency if the proper steps outlined above were not followed. Medical necessity must be ruled out before any funding will be approved for orthodontic work.

**Q: Why was my child scheduled at a dental office so far from his/ her placement address?**

**A:**

- If a child has *DentaQuest* as his or her prepaid dental plan *and* the child is 6 years of age or older, s/he is assigned to a particular provider as determined by *DentaQuest*. In order for services to be covered by the child's insurance, s/he must be seen by his or her assigned provider. When *Our Kids* schedules an initial 30-day dental exam for a child older than 6 years of age with *DentaQuest*, it is important to ensure that the child goes to the scheduled appointment in order to be seen within the 30-day time frame. The CM or caregiver can later contact *DentaQuest* to request to change providers.
- Children ages 0-5 years that are enrolled with *DentaQuest* have "open access" within the *DentaQuest* network of providers. These children will be scheduled at a *DentaQuest* provider as close as possible to the placement address provided on the intake report and that is able to provide an appointment within the initial 30 days after coming into care. If no address is provided on the intake report, the FCMA address will be used as a reference point for scheduling purposes.
- Children that have *MCNA (Managed Care of North America)* for their prepaid dental plan may be seen by any *MCNA* provider within their network that caters to the child's age range and that has available appointment slots within the initial 30 days after coming into care. Children with *MCNA* will be scheduled at an in-network provider as close as possible to the placement address provided on the intake report. If no address is provided on the intake report, the FCMA address will be used as a reference point for scheduling purposes.
- Children with fee for service Medicaid, third party insurance, private insurance, or straight Medicaid will be scheduled at a provider as close to their placement address as possible and that has appointment times available within the initial 30 days after coming into care. If no address is provided on the intake report, the FCMA address will be used as a reference point for scheduling purposes.

**Q: How can I change a child's assigned dental provider?**

**A:**

- If the child is enrolled in *DentaQuest*, the CM must contact *DentaQuest* at 1-800-964-7811 and request the change. The CM should inform the *DentaQuest* representative that s/he is the assigned case worker for the child and that his/ her name is on the list of case workers provided by *Our Kids*.
  - If the change is requested before the 19<sup>th</sup> of the month, the change will reflect on the first of the next consecutive month.
  - If the change is requested after the 19<sup>th</sup> of the month, it will be effective on the first of the month after the next.
    - **Example:** If you request to change providers on *September 18*, the change will reflect on *October 1*. However, if you request the change on *September 21*, the change will not be effective until *November 1*.)
- For children enrolled in *MCNA*, the CM or caregiver may either contact *MCNA* directly at 1-800-494-6262 and request information on a new provider or select a provider listed on the *MCNA* website [www.MCNA.net](http://www.MCNA.net)



OurKids



## Dental Go-To Guide FAQ's

**Q: When will *Our Kids* schedule a dental appointment for a child in foster care?**

**A:** *Our Kids* will schedule the initial 30-day dental appointment for children 3 years of age and older who are placed in out-of-home care.

**Q: If a child is under 3 years of age when s/he is removed from the home, will the child be scheduled for an initial dental exam?**

**A:** No. A child who is under 3 years of age at the time of intake will be put on our running dental log. Once the child turns 3, s/he will be scheduled for an initial dental exam if the child is still in out of home care at that time.

**Q: Will *Our Kids* schedule dental appointments for children who have been in care for longer than 30 days?**

**A:** Essentially, it is the agency's responsibility to ensure children in out-of-home care are receiving the necessary routine, follow-up and restorative dental care they need in a timely manner. *Our Kids* may aid the CM/ caregiver in scheduling dental appointments on a case by case basis. Useful information pertaining to the child's dental plan and available options for dental care will be provided to the CM/caregiver so they may schedule the appointment to their convenience.

**Q: What if a child cannot make it to the initially scheduled appointment?**

**A:** The CM and/or caregiver should immediately notify *Our Kids* at least 24-48 hours in advance so that the child may be rescheduled. If the child cannot go to the appointment due to unforeseen circumstances (i.e. child is on runaway or has been placed in DJJ), the CM and/or caregiver should notify *Our Kids* immediately of the situation so we may contact the dental office as soon as possible and cancel the appointment.

**Q: How many times will *Our Kids* reschedule an initial appointment?**

**A:** *Our Kids* will schedule a child up to 3 times (once for the initial appointment plus 2 reschedules). After the 3<sup>rd</sup> "no show" or cancellation, the Full Case Management Agency will be fully responsible for rescheduling the child.

**Q: What if a child under 3 years of age needs to be seen by a dentist?**

**A:** *Our Kids* will most likely refer the child to a pedodontist (pediatric dentist) that specializes in dental care for young children. *Our Kids* can provide important information on the child's insurance and available pedontists to the CM or caregiver so they may schedule an appointment for the child.