Orange County Ryan White Dental Services
Client Frequently Asked Questions

The questions and answers below are for the Ryan White Dental Program based on information known as of March 1, 2023.

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 Clinic
   - 17th Street Eligibility
   - APAIT
   - Radiant Health Centers
   - 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.

   You can choose the dental office that is most convenient for you. The referral form will be sent to the dental provider's office on your behalf once it has been approved. 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 two (2) weeks, 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.
   - Laguna Beach: Laguna Beach Smile (Dr. Garcia)
   - Santa Ana: Bristol Family Dental (Dr. Begino)
   - Tustin: Families Together of Orange County

4. **If I have Medi-Cal Dental (formerly Denti-Cal), what is the benefit of going to one of the Ryan White providers above?**
   As of January 1, 2018, Medi-Cal Dental adult dental care was fully restored. Individuals with Medi-Cal Dental can go to any Medi-Cal Dental provider. Going to a Ryan White provider is a benefit because they work with HIV-positive patients and may have more expertise in HIV-related dental issues. There may also be some services covered by Ryan White that are not covered by Medi-Cal Dental.

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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. Patients with private insurance should be referred to dentists covered by their insurance. Patients 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 patients with private dental insurance. Ryan White will not cover dental services if the patients has reached their annual maximum benefits.

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 does Ryan White cover?**
   Ryan White covers services allowable under the Ryan White Dental Program. Starting March 8, 2021, the Ryan White Dental Program will have a yearly limit for dental services for each patient. The yearly limit (March-February) is the amount that a patient has to cover any dental service allowable under Ryan White. Currently, the yearly limit is $1,800 per patient for dental services provided from March 1 through February 28. The yearly limit is based on the Ryan White fiscal year and may change every year based on funding available. More information about the yearly limit is available online at:
   - English: https://www.ochealthinfo.com/sites/healthcare/files/2023-02/Dental_FAQs_Yearly_Limit_FINAL_Effective_2023-03-01.pdf
   - Spanish: https://www.ochealthinfo.com/sites/healthcare/files/2023-02/Dental_FAQs_Yearly_Limit_FINAL_Effective_2023-03-01_SPANISH_0.pdf
   - Vietnamese: https://www.ochealthinfo.com/sites/healthcare/files/2023-02/Dental_FAQs_Yearly_Limit_FINAL_Effective_2023-03-01_VIETNAMESE_0.pdf

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

9. **Do all Ryan White dental providers offer the same services?**
   Yes, all of the providers can offer the same services.

10. **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.

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

12. **What is the referral process?**
    Your Ryan White provider (eligibility worker or case manager) will complete the dental referral and send it to the Dental Specialty Coordinator for referral processing. The Specialty Coordinator will do the following:
    - Verify Ryan White eligibility
    - Check for Medi-Cal coverage
    - If eligible, an authorization number will be added to the referral form and will be faxed to the dental office
    - Once the referral is received, the dental office will call you to schedule an appointment.

13. **How long does it take to finish treatment?**
    The time it takes to complete treatment for one (1) tooth is based on what needs to be done and the patient's ability to keep all appointments and arrive on time. Sometimes treatment can be done in one (1) 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.
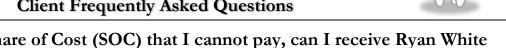
14. **What can I expect during a visit?**
    It depends. Each visit is different, but you should expect the dentist to discuss the treatment plan with you. If the treatment is not covered or is optional (i.e., upgraded services like porcelain crowns), the dentist will review the treatment plan with 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.

15. **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 Medi-Cal Dental. Talk to your Ryan White provider if you have questions about your dental coverage.

16. **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 Medi-Cal Dental, 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 Medi-Cal, Ryan White cannot cover the service.

17. **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 Ryan White provider before you change your dentist. You should not change dentists in the middle of treatment.

Seven (7) Reminders for Clients

1. You must have Ryan White 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, your dentist may reschedule your appointment. Do not miss your eligibility appointments.

3. Talk to your dentist or Ryan White provider any time you feel <u>pain</u> or a <u>change</u> in your condition.

4. 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.

5. Be on time to all of your appointments.

6. Keep your contact information updated with your dentist and Ryan White provider.

7. 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.

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