

About Medicaid coverage:

Medicaid pays the dentist much less than other types of dental insurance. This payment is less than what other people or insurers pay for the same dental care.

Dentists agree that they will accept only what Medicaid will pay them for dental care. They cannot charge you for the dental services that Medicaid covers. Medicaid does not pay for all types of dental services. Your dentist will ask you to sign an agreement to pay for dental services that Medicaid does not cover.

Only 25% of Snohomish County dentists accept Medicaid coverage for children. Less than 10% accept Medicaid coverage for adults.

Dentists stop taking new patients with Medicaid coverage when patients with Medicaid coverage miss visits. Missed visits cost dentists money. If you must change the visit, call the dentist as soon as you can.

Interpreter services:

Arrange with the provider office.

Transportation:

Client must call 1.855.766.7433 at least three (3) days before appointment to arrange a ride with Hopelink .

Resources for Dental Care

- Call 211
- Snohomish Health District
www.snohd.org

From the home page, select 'Find a Low-cost Dentist' from the left side bar. Then click or print Low Cost Dental Resources.

- **425.339.5219** (recorded message)
Call if you want a list of dentists that currently accept Medicaid or provide low cost dental care
- **WithinReach**
www.parenthelp123.org
Online eligibility for Medical/dental coverage.

Snohomish Health District
Healthy Communities and Assessment
Oral Health Program
3020 Rucker Avenue, Ste 203
Everett, WA 98201-3900
425.339.5219

PUBLIC HEALTH
always working for a safer & healthier
SNOHOMISH COUNTY

Dental Patients'



Rights and Responsibilities





Rights and Responsibilities

CHOICES...You have a right:

- to choose your own dentist, and to receive kind and respectful care

INFORMED CONSENT...You have a right:

- to have an interpreter with you if you do not speak English
- to be with your child for dental visits
- to see the dentist every time you or your child receive treatment
- to be told what dental care is needed and your choices for dental care
- to be told what dental care is planned before each visit
- to accept, wait or refuse any part of dental care

CONFIDENTIALITY...You have a right:

- to expect privacy about your child's dental history

EMERGENCY CARE...You have a right:

- to receive emergency care from your own dentist

KNOW THE COST...You have a right:

- to agree to the cost of dental care before getting care
- to receive clear and complete information about Medicaid coverage or insurance benefits
- to have your bill explained to you

COMPLAINTS...You have a right:

- to make a complaint about the dental care you receive
- to contact others if you are not satisfied

CHOICES...You have a responsibility:

- to choose another dentist if you are not comfortable
- to be kind and respectful of the dental team
- be on time for visits, or change visit times early
- make a dependable transportation plan
- leave other children at home
- bring toys and diapers for young children
- tell happy stories about dental visits to your children

INFORMED CONSENT...You have a responsibility:

- to ask the dentist for an interpreter to be with you for dental treatment at least 48 hrs. in advance.
- to teach your children to have dental care without you.
- to not get in the way of the dentist

when you are with your child.

- to ask questions about your dental care
- to understand that any plan can change
- to accept the risks and benefits of waiting or refusing care

CONFIDENTIALITY...You have a responsibility:

- to provide a complete and current health history

EMERGENCY CARE...You have a responsibility:

- to be fair when asking for emergency care

KNOW THE COST...You have a responsibility:

- to pay for dental care that is not paid for by a coupon or insurance
- to provide a current Medicaid ID card to the dentist
- to tell the dentist office when you have a change in dental coverage or insurance
- to ask about your bill, if you do not understand it

COMPLAINTS...You have a responsibility:

- to talk with the dentist about your concern before contacting others
- to contact the local dental society, insurance company, Medicaid office, or WA State Dental Quality Assurance Commission