



## RITE SMILES FREQUENTLY ASKED QUESTIONS

RIte Smiles is a new Rhode Island dental program for young children who have Medical Assistance coverage. This program is designed to improve access to dental services for eligible children, and help prevent serious oral health problems, as kids get older.

**1. Who is eligible for RIte Smiles?**

Children born on or after May 1, 2000 who are eligible for Medical Assistance, and do not have other dental insurance.

**2. Is enrollment in a RIte Smiles dental plan mandatory?**

Yes, eligible children will be enrolled in a RIte Smiles dental plan and will not receive dental services through Medical Assistance fee-for-service.

**3. What are the RIte Smiles benefits?**

The following broad service categories are covered as part of your child’s dental benefit\*:

Preventive (cleanings, exams, fluoride treatments), Diagnostic (x-rays), Restorative (fillings and crowns), Endodontics (root canals), Oral Surgery (extractions and mouth surgery), Orthodontics (braces), Periodontal (specialized gum treatment), and Prosthodontics (specialized replacement of missing teeth). *\* All benefits have service limitations. Please consult your Dental Benefits Manager customer service representative for a detailed description.*

**4. When will the program start?**

If you are a new Medical Assistance/RIte Care applicant (after May 1, 2006), your child will be enrolled in RIte Smiles in September 2006. If you are already a Medical Assistance/RIte Care member, RIte Smiles enrollment will occur by town starting in the fall of 2006. Please see the chart below.

ENROLLMENT DATE	TOWNS AFFECTED	
<b>October 1, 2006</b>	Burriville Cumberland Foster Glocester Johnston Lincoln	North Providence North Smithfield Scituate Smithfield Woonsocket
<b>November 1, 2006</b>	Barrington Bristol Central Falls Charlestown Coventry Cranston East Providence East Greenwich Exeter Hopkinton Jamestown Little Compton Middletown Narragansett	Newport New Shoreham North Kingstown Pawtucket Portsmouth Providence Richmond South Kingstown Tiverton Warren Warwick Westerly West Greenwich West Warwick

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**5. What is the name of the RIte Smiles dental plan?**

UnitedHealthcare Dental-RIte Smiles

**6. When should I start taking my child to the dentist?**

Children should see a dentist on or around their first birthday.

**7. Will RIte Smiles members have a special ID card for the program? Do I still need my other cards?**

Yes, UnitedHealthcare Dental will send members dental ID cards after they are enrolled. Be sure to bring all your ID cards to every visit (RIte Care, RIte Share, or white Medical Assistance card).

**8. What if my child needs dental care before they receive their card from the dental plan?**

Children can still get dental services through Medical Assistance fee-for-service until they get their dental plan ID card.

**9. Can I switch dentists for my child? How often? When does a change take effect?**

You will receive information in the mail from UnitedHealthcare Dental. This information will include a list of dentists in the network. If you have a regular dentist that is not listed in the UnitedHealthcare Dental network, call the number on your ID card to find out if your dentist can join the program.

**10. What if I have other dental insurance?**

If your child has other dental insurance, they cannot enroll in RIte Smiles. If you have other insurance, please call the DHS Info Line at 462-5300.

**11. What additional services will my child get in RIte Smiles?**

Your RIte Smiles dental plan will help you coordinate transportation to a dentist and an interpreter if you need one.

**12. Where should I call if I have a question?**

If you have a question about RIte Smiles, you should start by calling your dental plan using the number on the back of your UnitedHealthcare Dental ID card, **1-866-375-3257**. If you need extra help, call the DHS Info Line at 462-5300.

**13. Can I take my child to any dentist?**

You can only take your child to a dentist who is part of UnitedHealthcare Dental's network. If your dentist is not part of RIte Smiles, your dental plan will help you find a new dentist for your child. RIte Smiles dental plans will pay for non-network dentists for a limited period of time (through March 31, 2007).

**14. When I visit the dentist, will I have any co-pays?**

No. There are no co-pays in RIte Smiles.

**15. Can I (parent) or my other children born before May 1, 2000 enroll in RIte Smiles?**

No, for now, the only people eligible for RIte Smiles are children born on or after May 1, 2000. Older children and adults are not eligible at this time.

We will help older children and adults who have Medical Assistance dental coverage find dentists. Please call the Info Line at 462-5300 if you need help with this.

**16. How do I find a dentist and make an appointment?**

UnitedHealthcare Dental will help you to find a dentist in your area. Please call them first for help. They will give you the phone number of a dentist's office for you to call and make an appointment.

**17. When will I receive information in the mail?**

You will get information from UnitedHealthcare Dental the first week of the month your child is scheduled to enroll in RIte Smiles.