RIte Smiles Teledental response to Covid-19

UnitedHealthcare-RIte Smiles have expanded access to dental care through teledental. Teledental consults from RIte Smiles dental providers is a way to discuss urgent and emergency care outside of a dental office, while you are in your home and reducing the risk of exposure to the virus.

What to do if a RIte Smiles member experiences a dental emergency or has an urgent dental concern:

- **First call your RIte Smiles Dental Provider:** explain your emergency
  - You and your dental provider can talk from the comfort of our own home using such things as FaceTime, Skype and Zoom over the phone.
  - Teledental service is provided at no cost to you

- **Do not go to the dental office or the emergency room without first talking to your Dentist- who will direct you to the right treatment.**

- **What is a dental Emergency or Urgent care:**

  - If an injury or illness is life threatening call, 911 immediately.
  - An **emergency** can cause serious pain or harm to your health if you do not receive treatment right away.
  - **Urgent dental care** is when you have a dental problem that is not life threatening. An example is pain or an infection.
  - Your RIte Smiles dentist is required to attend to all urgent care dental problems within 48 hours
  - Routine dental appointments (check-ups, fillings) will be rescheduled until further notice.

If you have questions call UnitedHealthcare RIte Smiles Member Services at 1-866-375-3257, TTY 711.