



UnitedHealthcare Rite Smiles.

Frequently Asked Questions



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Q Can I take my child to any dentist?

A You can only take your child to a dentist who is part of the UnitedHealthcare—Rlte Smiles network. If your child's current dental provider is not part of the dental plan, call Member Services. We can help your dental provider join our network or we can help you find a new dentist who participates in our network.

Q When should I start taking my child to the dentist?

A Children should see a dentist on or around their first birthday. After that, parents should schedule a dental appointment every six months.

Q Will Rlte Smiles members have an ID card?

A Yes, we will send your child's ID cards after they are enrolled. Be sure to bring your child's ID cards to every dental appointment. If you lose the card you can call Member Services to get another one.

Q When I visit the dentist, will I have any co-pays?

A No. There are no co-pays in the Rlte Smiles program; however payment is required for all non-covered procedures and treatments. For more information regarding Rlte Smiles covered services please contact Member Services at **1-866-375-3257, TTY 711**.

Q Can I (parent) or my other children born before May 1, 2000 enroll in Rlte Smiles?

A No. Only children born on or after May 1, 2000 are eligible for Rlte Smiles. Older children and adults can access dental services through Medicaid Fee for Service (Anchor Card).

Q How do I find a dentist and make an appointment?

A By calling the UnitedHealthcare—Rlte Smiles Member Services number at **1-866-375-3257, TTY 711** we can help you find a dentist in your area. In addition, you will receive a Participating Provider Directory with a listing of all the dentists participating in the program. You can also locate a participating provider on the web by going to our website at **uhc.com/Rltesmiles**.

Q What do I do if I need to cancel my child's dentist appointment?

A You must call the dentist office at least 24 to 48 hours (the exact time period will vary, based on differences in dental practices) before the scheduled appointment to cancel. Many dentists have cancellation policies where they reserve the right to no longer see a patient who misses scheduled appointments. It is very important to keep all scheduled appointments, or call ahead if you must cancel.



Q What if a dentist or clinic sends me a bill?

A If you get a bill, call Member Services at **1-866-375-3257, TTY 711**. A representative will work with you to find out if you need to pay the bill, or how to resolve the issue.

Q What if my children have other dental insurance?

A Medicaid eligible children with other dental insurance are not eligible for enrollment in Rlte Smiles. Please notify EOHHS's Third Party Liability (TPL) Unit at 462-2181 if your child(ren) have other dental insurance.

Q Does the Health Plan require that I get a second opinion for any services?

A No. UnitedHealthcare—Rlte Smiles does not require you to get second opinion for covered services. However, a second opinion is available to you for all dental covered services. If you'd like to receive a second opinion, please call Member Services.

Q What do I do if I want my child to see a dental specialist?

A Talk to your child's dentist first. Your dentist will help you find the type of specialist your child needs, and one who is part of our network.

Q Do I need a referral for my child to see a dental specialist?

A Your child does not need a referral to a dental specialist, as long as the dentist is participating with the UnitedHealthcare—Rlte Smiles program.

Q How do I choose a participating hospital?

A Your child's dentist will refer you to a hospital if your child needs to go to the hospital for dental services.

Q What benefits are not covered by my health plan?

A The following services are not covered by UnitedHealthcare—Rlte Smiles program:

- Experimental procedures
- Treatment that is cosmetic or not medically necessary
- Services outside of United States territory (emergency and non-emergency)
- Services covered by Medicaid Fee-For-Service that are considered medical services (such as: certain oral surgical procedures i.e.: tooth re-implantation, biopsy of oral tissue, treatment of fractures, etc.)
- Crowns for bicuspid and molars are limited to stainless steel crowns
- Occlusal Equilibration
- Implants
- The following types of crowns: porcelain/ceramic, high noble gold, or other full cast, and porcelain fused to metal.



Other dental services may not be covered by the plan. Please contact Member Services if you have a question if a service is covered or not. Please note that you are responsible for any procedure or treatment that is not covered under the UnitedHealthcare—Rlte Smiles plan.

Q What if UnitedHealthcare—Rlte Smiles does not pay my child’s dental claim?

A You will need to call Member Services at **1-866-375-3257, TTY 711** and ask us to review the claim. For example, UnitedHealthcare—Rlte Smiles will deny your claim when you receive services that are not covered by the Rlte Smiles Program. When you ask for a review, UnitedHealthcare—Rlte Smiles will look at your request and reconsider our decision as soon as possible and we will let you know the outcome of the review in writing. For details on how to appeal a denial, please refer to page 15 of this handbook.

Q What if I receive a bill?

A If you get a bill from a dentist or hospital, please mail it to us as soon as possible and keep a copy for yourself. You can mail it to the Appeal and Grievance address at:

UnitedHealthcare—Rlte Smiles Appeals
P.O. Box 170
Milwaukee, WI 53201

We will review these bills to make sure they are covered services by Rlte Smiles. If they are covered, and if needed, authorized, we will pay the health care provider right away. If you need to, tell the provider UnitedHealthcare—Rlte Smiles is reviewing the bill.

Q What if I move out of state?

A If you plan to move to another state, contact HealthSourceRI at **1-855-840-4774** or DHS at 1-855-697-4347. Your dental and medical benefits end when you move out of state.



Rite Smiles
Dental Care for Kids

