

Dental Resource Guide

SEDATION:

- Any dentist in FL can provide “minimal sedation” without advanced training, special permitting, or monitoring requirements.
 - The FL Board of Dentistry allows a dentist without advanced training in sedation to administer a single oral dose of a single drug, up to a maximum of the “PDR” maximum recommended dose of that drug.
 - The dentist may supplement with nitrous oxide if needed.
- Dentists require certification/sedation permit from the FL Board of Dentistry for the following types of sedation:
 - General anesthesia and deep sedation
 - Moderate sedation (“Conscious Sedation”)
 - Pediatric moderate sedation
- Dental plans must have on file a copy of the certification/permit prior to rendering sedation services.
- Billed to the dental plan unless provided in a surgery center or hospital setting.

LIBERTY

- Enrollee Tools:
 - Provider Directory (PDF & search tool) – Benefit Plan: “Florida Medicaid Child” – Includes option to “Request an Office Transfer”
 - Enrollee Documents & Resources (Handbooks, Fair Hearing Request Form), Provider Directory
 - Enrollee Handbook
 - File a grievance or appeal
- Provider Tools:
 - Provider documents & resources (including Specialty Referral form)
 - File a grievance or appeal
 - Online account access
- Continuity of Care information:
 - To note, Liberty will honor ongoing treatment that was authorized prior to the member’s enrollment into Liberty for 120 days
- Important contact numbers:
 - Customer Service – 866-609-0418
 - Afterhours care – 1-833-276-0850 (TTY 1-877-855-8039)

- Provider relations – 888-352-7924
- Member Services (833-276-0850) can assist with Special Needs Patients (patients who have a physical, behavioral, developmental, or emotional condition that prohibits them from adequately responding to a provider’s attempts to perform an examination)
 - Coordinator/Guardian can call Member Services and request the “Customer Care Department” if in need of case management. Customer Care Representative will be able to assist and based on severity of issue, will assign to a case manager.
 - If issue is not severe, case manager will not be assigned but Customer Care Representative will follow up in several days.
 - If assistance with coordination between CWSP and Liberty is needed, you can also contact Provider Relations at prinquiries@libertydentalplan.com.

DENTAQUEST

- Enrollee tools:
 - [Find a Dentist](#)
 - Mandatory fields: State, Plan (Statewide Medicaid Dental Health Program – Child Medicaid) & zip code
 - Optional fields: Practice/dentist name, Specialty, Special Needs
 - Member Documents
 - Member Handbook – *Florida Statewide Medicaid Dental Health Plan Members Handbook*
 - PDF Florida Statewide Medicaid Dental Health Plan – Child Directory
 - Dentist Change Request Form
 - Member E-mail form (for dental benefit questions)
- Provider Tools:
 - Florida Statewide Medicaid Dental Health Program Office Reference Manual
 - Dentist E-mail form (claims questions, utilization management, eligibility questions)
 - Provider relations: 877-468-5581 or FloridaProviders@DentaQuest.com
- Continuity of Care Information:
 - Dentaquest will honor any ongoing treatment that was authorized prior to the recipient’s enrollment into the plan for up to 60days.
- Member Services:
 - For all inquiries regarding general questions about benefits and services, finding or changing a Dental Home, or locating other participating dental providers, please direct members or their authorized representatives to our Member Services Department: Phone: 1-888-468-5509 TTY: 1-800-466-7566
- Case Management Department:
 - DentaQuest’s Case Management department has Outreach Coordinators and Case Managers on staff dedicated to assist members with complex medical or behavioral care

needs. We provide care coordination for members experiencing barriers to care, including those who suffer severe mental or physical disability, poorly managed chronic health conditions, or who otherwise require specially trained dental providers and accommodations. For referrals to our Case Management Department, please send a secure e-mail to: DL-CaseManagement@greatdentalplans.com You may also contact: Gonzalo A. Perez Manager of Case Management Phone: 305-894-8380 Gonzalo.Perez@greatdentalplans.com

MCNA

- Enrollee tools:
 - Member Handbook
 - Appeal & Grievance forms
 - “Locate a Dentist” online provider directory; PDF version available for download
- Provider tools
 - [Florida Medicaid provider Manual](#)
- Continuity of Care:
 - MCNA will allow members who are in active treatment through coverage with other dental insurance carriers under Florida Medicaid to continue care with their current dental provider for up to 180 days for non-orthodontic related services. Continuation of care for orthodontia will be covered until the treatment is completed.
- Important contact numbers:
 - Member services: 855-699-6262 (TTY 800-955-8771)
 - Provider Hotline: 855-698-6262 or 855-235-6262
- Case management department – can assist with Special Needs Patients (patients who have a physical, behavioral, developmental, or emotional condition that prohibits them from adequately responding to a provider’s attempts to perform an examination)
 - Can act as a liaison between the member and provider in all aspects of arranging care, including coordinating travel arrangements, communication services, facilitating treatment pre-authorization, and other needs while the member is in active care.
 - Guardian can call member services and request for a “member request” to be sent for case management.
 - If child is in foster care, the CBC may need to fill out a [Florida Authorized Representative Form](#). Caregiver will need to provide child’s Medicaid ID, address (as listed with Medicaid) and DOB.
 - **Coordinators can email case management department at casemanagement@mcna.net**