FIRST SMILE DELAWARE

Dental Resource Guide

The purpose of this guide is to assist the public with finding a dentist that is right for you, help you understand your dental benefit and what is covered, explain how to apply for dental insurance, and help with accessing oral health services in Delaware.

DELAWARE HEALTH AND SOCIAL SERVICES
Division of Public Health
Bureau of Oral Health and Dental Services

What can I do if I do not have dental insurance?

Apply for insurance through Medicaid:

- Submit an online application through ASSIST: https://assist.dhss.delaware.gov/
- Get a paper application mailed to you by calling 1-800-372-2022 or 302-255-9500
- To find the nearest Delaware State Service Center that is accepting applications onsite. Call 1-800-372-2022 or 302-255-9500

I do not qualify for Medicaid and need dental Insurance…

Choose Health Delaware is a free official program that helps individuals and businesses learn more about low-cost high-quality health coverage available through the Health Insurance Marketplace.

- Online access: https://www.choosehealthde.com
- Call 1-800-318-2596 (TTY: 1-855-89-4325 24 hours a day, 7 days a week to speak to a federal application counselor.)

Medicaid Dental Benefit under age 21

Age for Coverage:

- Dental services are covered for children eligible for Medicaid through age 20
- Dental services are covered for children eligible for the Delaware Healthy Children Program (DHCP) through age 18

Who to contact with questions about your coverage?

- Medicaid Customer Relations: 302-571-4900
- Health Benefits Manager: 1-800-996-9969
- Medicaid and DHCP dental services are not managed by a managed care organization and are a Fee for Service (FFS) operated by Delaware Medicaid.

What is covered?

- Preventive care: dental cleanings, fluoride, sealants, x-rays, etc.
- Restorative care: fillings, crowns, etc.
- Braces: No referral needed, prior authorization or co-payment required for first evaluation. Braces are only covered when they meet the criteria for medical necessity.

Eligible Delaware Medicaid clients in need of non-emergency transportation for dental visits contact:
Modivcare at **1-866-412-3778**.

How to Find a dentist for children under age 21

- https://medicaid.dhss.delaware.gov/member/Resources/SearchProviders/tabid/97/Default.aspx?AspxAutoDetectCookieSupport=1

- Or scan the QR code below with your smart phone camera to search for a dentist:

Create a member login: The Delaware Medical Assistance Portal (DMAP) contains all the information you need to know about your Delaware Medical Assistance benefits. Want to login and see your personal health benefits? Visit: https://medicaid.dhss.delaware.gov/

Non-covered services: Dental services not medically necessary or cosmetic in nature may not be covered. The provider must notify you if a service will not be covered and can't bill you for the service unless you agreed to pay for the service out of pocket before it is completed.

Non-qualified non-citizens: Covered for life threatening emergency services and labor and delivery care only. On a case-by-case basis, emergency dental services for a non-qualified alien child through age 20 will be considered for payment when a true documented dental emergency has been substantiated. Only the initial triage services necessary to treat the emergency condition (pain, infection, bleeding) are covered.

You have the power to prevent cavities.

Babies are not born with the germs that cause cavities – they get them from grown-ups. By taking a few simple steps, you can avoid spreading harmful bacteria to your baby's mouth. Here's how you can make sure your child is free from cavities and other painful, expensive dental diseases:

- Don't put things in your mouth before your baby's – no sharing spoons, forks, or cups.
- Put only formula, milk, or water in a baby bottle – no juice or sweet drinks.
- Don't dip pacifiers in honey or sugar.
- All children should see a dentist by their first birthday.

Cavities are the most widespread childhood disease in the U.S. and can lead to a lifetime of pain, self-esteem issues, and learning problems. You have the power to stop them!

Recommended Dental Care Schedule for Babies	
No Teeth	Clean gums with a clean wash cloth morning and night.
With Teeth	Brush teeth with a soft toothbrush and fluoride toothpaste twice a day.

Medicaid Dental Benefit over age 21

Highmark Health Options Dental Coverage

Effective October 1, 2020, Highmark Health Options will begin covering Dental Care Services for members ages 21 and over:

- A maximum benefit limit will be $1,000 per calendar year.
- An additional $1,500 will be available via prior authorization for emergency dental care as an extended benefit
- Copay of $3.00 per visit. (*Copays are waived during the COVID-19 state of emergency*).
- Members are also liable for any payment of dental services that exceed the benefit limit and/or are not covered by the adult dental benefit

Adult Dental Benefits

- Clinical Oral Evaluations
- Diagnostic Imaging
- Oral and Maxillofacial Surgery
- Periodontics
- Preventive Services
- Repairs and Relines to Prosthodontics
- Restorative Services
- Testing and Examination

Find a Dental Provider for Highmark

- Call Member Services**:** 1-844-325-6251
- http://healthoptions.prismisp.com/index.php?sub_tab=dental_professionals
- Or scan the QR code below with your smart phone camera

Did you know?

Surgery: A dental clearance to treat dental infections in your teeth or gums may be required before your surgery to prevent bacteria from causing surgical complications. It's especially important with heart procedures, such as a valve replacement, joint replacements, organ or stem cell transplants, and some cancer treatments.

Diabetes: Diabetics may experience dry mouth and less saliva causing a sensation of a burning mouth or tongue, which may cause cavities.

AmeriHealth Caritas Delaware Dental Benefit

AmeriHealth Caritas Delaware members ages 21 and older are enrolled in the Medicaid dental benefit. This benefit was effective on October 1, 2020.

- A maximum benefit limit will be $1,000 per calendar year.
- An additional $1,500 will be available via prior authorization for emergency dental care as an extended benefit
- Copay of $3.00 per visit. (*Copays are waived during the COVID-19 state of emergency).*
- Members are also liable for any payment of dental services that exceed the benefit limit and/or are not covered by the adult dental benefit

Adult Dental Benefits

- Cleanings
- X-rays
- Cavity fillings
- And more

Find a Dental Provider

- **Call:** Diamond State Health Plan: 1-844-211-0966 (TTY 1-855-349-6281).
- **Call**: Diamond State Health Plan-Plus: 1-855-777-6617 (TTY 1-855-362-5769)
- https://amerihealthcaritaspa.healthsparq.com/healthsparq/public/#/one/city=&state=&postalCode=&country=&insurerCode=ACP_I&brandCode=ACP&alphaPrefix=&bcbsaProductId=&productCode=0500

Find a Dental Provider for AmeriHealth
Continued

- Or scan the QR code below with your smart phone camera.

Did you Know?

Vomiting: Wait 30 to 60 minutes before brushing your teeth after vomiting to avoid rubbing the acid from your stomach over your teeth. Exposure to these acids causes damage to the tooth's outer surface (enamel) and can lead to permanent weakening of the teeth, overly sensitive and discolored teeth, decay, and other complications.

Instead, immediately swish with a mixture of one cup of water and one tsp baking soda to neutralize some of the acid and brush 30 to 60 minutes later.

Acid Reflux or GERD: The stomach's gastric acids come back up through the long tube between your stomach and mouth. Constant exposure to these acids causes damage to the tooth's outer surface (enamel) These conditions left untreated can have an impact on overall health as well as oral health.

Dental Disease is Preventable.

If left untreated, cavities and other dental infections can lead to serious health problems. These infections can spread to other parts of the body and, in very rare cases, be life threatening. The good news is that most dental disease can often be prevented with these healthy habits:

- ☐ Brush your teeth twice every day for two minutes with fluoride toothpaste.
- ☐ Floss between all your teeth, every day.
- ☐ See your dentist regularly – ideally every six months.
- ☐ Drink plenty of water, eat a balanced diet, and limit between-meal snacks.
- ☐ Avoid starchy, sweet, and sticky foods, as well as sugary drinks.
- ☐ Don't smoke or use tobacco products.

Good health starts with your smile, so get your mouth in shape starting today. With proper care a healthy smile should last a lifetime.

No Insurance

Several Delaware clinics provide affordable oral health services for adults and children. This guide contains a comprehensive list of federally qualified health centers and dental clinics in New Castle, Kent, and Sussex counties that provide affordable care to all populations.

New Castle County

Delaware Tech Dental Health Center
200 North Orange Street,
Wilmington, DE 19801
Call: 302-571-5364
Delaware Technical Community College (dtcc.edu)

Henrietta Johnson Medical Center - Southbridge
601 New Castle Ave., Wilmington, DE 19801
Call: 302-655-6187 ext. 416
SERVICES (hjmc.org)

Nemours Senior Care
1801 Rockland Road, Wilmington, DE 19803
Call**:** 302-651-4400
Milford & Wilmington, DE (seniorcarenemours.org)

Westside Family Health Care Dental

908-b 16th Street, Wilmington, DE 19802
Call**:** 302-678-4622
Medical and Dental – Westside Family Healthcare (westsidehealth.org)

Westside Family Health Care Dental

1802 W. 4th St., Wilmington, DE 19805

Call: 302-655-5822

Medical and Dental – Westside Family Healthcare (westsidehealth.org)

Westside Family Health Care Dental

27 Marrows Road, Newark, DE 19713

Call: 302-678-4622

Medical and Dental – Westside Family Healthcare (westsidehealth.org)

Wilmington Hospital Health Center-Dental

501 West 14th Street, Wilmington, DE 19801
Call: 302-428-4850
https://christianacare.org/services/dentistry/

Kent and Sussex Counties

La Red Health Center

21444 Carmean Way, Georgetown, DE 19947
Call: 302-855-1233
http://www.laredhealthcenter.org/index.cfm?ref=20200&ref2=28

Nemours Senior Care

909 N. DuPont Blvd.,
Milford, DE 19963
Call: 302-930-9915
http://seniorcarenemours.org/home/locations.html

Westside Family Health Care Dental

1020 Forrest Avenue, Dover, DE 19904
Call: 302-678-4622
Medical and Dental – Westside Family Healthcare (westsidehealth.org)

Medicare

Medicare is a federal health insurance program for people 65 and older and for people under 65 with specific disabilities. Medicare only covers dental services related to certain medical conditions or treatments. It does not cover dentures or most routine care like check-ups, cleanings, or fillings.

Call 1–800–MEDICARE (1–800–633–4227). Be sure to have your Medicare number handy when you call.

Delaware State Dental Society

Search for Dentists who are in private practice:
The Delaware State Dental Society Member Locator system provides a comprehensive and searchable list of dentists by city, zip code or specialty:

Find A Dentist (delawarestatedentalsociety.org)

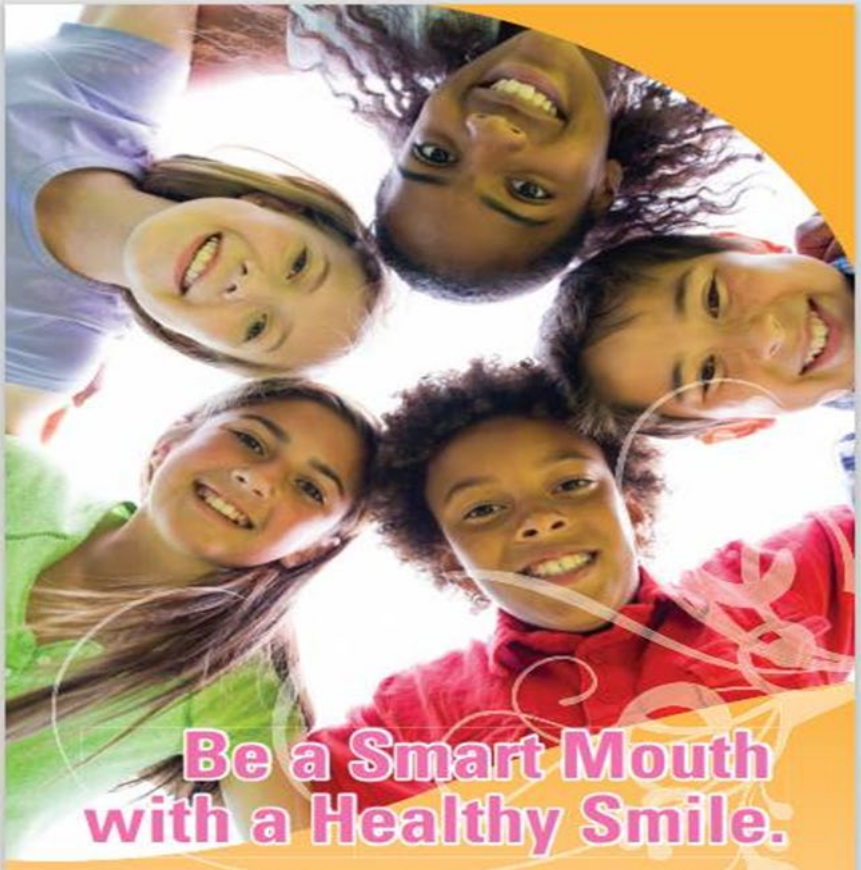
- Or scan the QR code below with your smart phone camera.

Start protecting your baby's smile now.

Taking good care of your teeth during pregnancy is important for you and your baby. Left untreated, severe gum disease may be associated with preterm birth and low birth weight. Protect your teeth:

- Brush twice daily with a fluoride toothpaste, and floss daily.
- Limit sugary foods.
- Drink water or low-fat milk instead of soda.
- If you have morning sickness, rinse your mouth with a teaspoon of baking soda and water after vomiting to remove harmful acid; wait 30 minutes, and then brush your teeth.
- Chew sugarless gum after eating.

Snacking, nausea, and hormonal changes are a natural part of pregnancy, but can make you particularly vulnerable to dental disease. By taking good care of your smile during pregnancy, you are protecting your baby's teeth, too!



Be a Smart Mouth with a Healthy Smile.

Your smile is one of the first things people notice. Keeping it healthy is up to you. Cavities, bad breath, gum disease, and other dental problems can happen to anyone; but are often preventable. Here's how you can be a smart mouth:

- ☐ Brush your teeth twice every day for two minutes with fluoride toothpaste.
- ☐ Floss between all your teeth, every day.
- ☐ See your dentist regularly – ideally every six months.
- ☐ Drink water and avoid sugary beverages like soda, sports, and energy drinks.
- ☐ Avoid starchy, sweet, and sticky snacks like hard candy, chips, and crackers.
- ☐ Wear a mouth guard when playing sports.
- ☐ Don't pierce your tongue, mouth, or lips, or use tobacco products.

A healthy smile should last a lifetime.

Cavities can be extremely painful and treatment very costly for parents. If left untreated, tooth decay can cause school absences and negatively impact a child's development and self-esteem. It doesn't have to be this way – you have the power to prevent dental disease!

- Take your child to the dentist every six months.
- Make sure your kids brush with fluoride toothpaste twice a day and floss daily.
- Brush and floss your children's teeth until they're coordinated enough to tie their shoes, usually around age six.
- Limit sugary foods and drinks, and drink fluoridated water.
- Get dental sealants (a liquid coating that prevents tooth decay) by age six to protect the first permanent molars.

Cavities are the most common childhood disease in the U.S. – yet they can almost always be prevented. Take good care of your child's teeth now through simple, preventative activities to avoid significant problems later.

Bureau of Oral Health and Dental Services

MISSION: To promote and provide essential public health services to improve the oral health and well-being of all Delawareans.

- Call**:** 302-622-4540
- https://www.dhss.delaware.gov/dhss/dph/hsm/ohphome.html
- Or scan the QR code below with your smart phone camera.

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