

**WSC ADVISORY #2019-021 UPDATE**  
**MEDICAID DENTAL PLAN ISSUES**  
**ACTION REQUIRED**

**EFFECTIVE DATE: AUGUST 29, 2019**

The Agency for Persons with Disabilities is continuing to assess the needs of iBudget and CDC+ consumers. Please take a moment to complete the survey listed below. This survey was created to collect detailed information about specific issues, concerns, or complaints that you or your consumer may be having regarding their Medicaid Dental Plan.

<https://www.surveymonkey.com/r/MCGJT2V>

The survey will be available until Friday, September 13, 2019.

If WSCs or providers have questions or complaints related to the Medicaid dental plan, the following contacts are available for assistance:

**DentaQuest:** 1-888-468-5509, TDD: 1-800-466-7566,  
Website: <http://dentaquest.com/state-plans/regions/florida/>

**Liberty:** 1-833-276-0850, TDD: 1-877-855-8039,  
Website: <http://www.libertydentalplan.com/FLMedicaid>

**MCNA:** 1-855-699-6262, TDD: 1-800-955-8771,  
Website: <http://www.mcnafl.net>

If WSCs, clients, and families continue to have issues after speaking with the Medicaid dental plan, they may utilize AHCA's Medicaid Helpline. The Medicaid Helpline is available both online and by phone: <https://www.flmedicaidmanagedcare.com/complaint/#/> or 1-877-254-1055.

Thank you for your continued assistance in helping APD consumer's meet their dental needs.