

WSC ADVISORY #2018-009
EMERGENCY AND ROUTINE DENTAL SERVICES AUTHORIZATIONS

ACTION REQUIRED

EFFECTIVE DATE: MARCH 29, 2018

Thank you for your continued efforts to ensure individuals you serve receive appropriate dental services. Getting access to dental services in an emergency is very critical to the individual's health and safety as is the provision of ongoing routine dental services. The Agency is providing the following clarification regarding assisting individuals to access Adult Dental services because there have been questions regarding some of the services and how to access the waiver for services when Medicaid State Plan resources are not available.

Emergency Dental for Individuals Over Age 21

The Medicaid State Plan covers dental services for individuals over 21 only for acute emergency dental procedures to alleviate pain or infection, dentures, and denture-related procedures. If a WSC is serving an individual who requires emergency dental care, it is critical for the WSC to assist the individual to access Medicaid State Plan services as quickly as possible. The following steps should be followed:

1. Assist the individual in obtaining a Medicaid State Plan dental provider or one from the individual's managed care plan.
2. If the individual is unable to access a provider, the WSC should document the attempts made to assist. If there is no Medicaid State Plan provider available, iBudget Waiver funds can be used.
3. The WSC should look at the existing cost plan and move funds to meet the emergency dental need. WSCs can use unused funds or move monies from services that were not used earlier in the year or can adjust service authorizations for the future in other services to address the immediate need.
4. If funds are not available under step 3, the WSC should submit a Significant Additional Needs (SAN) request. The WSC must submit a SAN request if the health and safety of the individual is in jeopardy. If there is an immediate health and safety emergency that cannot wait for a SAN request, the WSC should contact the APD Regional office for assistance.

Routine Dental Services

As part of person-centered planning, the WSC should assist in helping the individual identify routine dental needs and dental concerns that occur throughout the year. In order to be responsive to dental needs, the WSC can build routine dental care into the individual's cost plan.

If the individual does not have funds to access needed dental services, the following process should be followed:

1. Determine whether there are other resources (non-waiver) for the dental services.

2. Review the cost plan. Determine if there are unallocated funds that can meet the dental needs. If there are unused services, funds can be moved to provide for dental services.
3. If funds are not available, and the individual has health and safety needs pursuant to the SAN criteria in the iBudget Rule, the WSC should request a SAN.

Thank you for your attention to the dental needs of the individuals that you serve.