

Medicaid Dental Fact Sheet: How to Find and Keep a Dentist

Why is it hard to find a dentist who will accept Montana Medicaid?

- There is a shortage of dental providers in Montana. Although about half the dentists participate in Medicaid, many dentists have full work loads and are unable to accept any more patients. Medicaid recipients have the responsibility to find their own dental provider.

May I continue to see my current dentist?

- If you can continue to see your current dentist, it is a lot easier than trying to get into a new dentist. Since some dentists do not accept Medicaid, you may have to find another dentist who will.
- Because of the shortage of dentists, it sometimes takes several months before a dentist can see you. This is true for all dental patients, not just Medicaid recipients.

What if I have a toothache and require immediate dental treatment?

- If you are in pain and require immediate dental treatment, go to your local urgent care center or the emergency room for immediate treatment.

I have tried to contact many dentists and none are willing to accept me as a Medicaid recipient. Can anyone help me?

- If you are located in an area with a Community Health Center, try contacting them first. <http://www.mtpca.org/dental.htm>
- Lists of dentists who are enrolled with Montana Medicaid can be found at <https://mtaccesstohealth.acs-shc.com/mt/general/providerLocator.do>
- A list of Dentists who are accepting new patients under age 21 is located at <http://medicaidprovider.hhs.mt.gov/clientpages/dentalcallist.pdf>
- If you do not have access to the internet the staff at the Medicaid Help Line (1-800-362-8312), your eligibility worker at the local Office of Public Assistance or the staff at the Transportation Call Center (1-800-292-7114) can help by giving you names and phone numbers of dentist in your area.
- You may also want to check the schedule of the Ronald McDonald® Care Mobile at (406)238-6008.

What do I need to know or do when I find a dentist?

- Because it may be hard to find another dentist that accepts Medicaid, some tips to keeping your dentist includes:
 - Be on time for your appointments.
 - If you cannot make the appointment, contact the dentist and cancel your appointment as soon as possible so someone else may be scheduled for treatment.
 - Follow the dentist's treatment plan.
 - Be considerate of other patients in the office.

What if I have to travel out of town to see a dentist?

- BEFORE you travel, contact the Medicaid Transportation Call Center at 1-800-292-7114 for prior authorization.