



Dental Visit Tips:

- Keep every dental appointment that you make.
- Make sure you are 15 minutes early for your first appointment with the dentist.
- Arrive 5 minutes early for all other dental visits.
- If you cannot keep your appointment call the dentist at least 1 day ahead of time.
- Bring only the family members that have an appointment to the office.
- Stay in the waiting room during your child's visit, if asked to do so by the dental staff.

What are my rights?

You and your child have a right to:

- Be treated with respect.
- Receive needed dental services.
- Privacy and confidentiality, as stated by law.
- Receive information about your dental health care and treatment options.
- Help make choices about your dental care.
- Get a referral to a specialist, if needed.
- File a complaint by calling DentaQuest at: 1-888-286-2447 or the HFS Health Benefits Hotline at 1-800-226-0768

What are my responsibilities?

You and your child have the responsibility to:

- Bring your current HFS Medi Plan card and photo I.D. each time you go for dental care.
- Treat dentists and their staff with respect.
- **Keep all dental appointments and show up on time.**
- **Call 24 hours before your appointment to cancel or change it.**
- Tell your dentist about your medical history.
- Tell your dentist when you have concerns about your dental health.
- Follow the advice and treatment plan of the dentist.
- Tell your dentist when the suggested treatment plan is against your wishes.
- Tell the dentist of other insurance you may have. The HFS Dental Program is always the last insurance to be billed.
- Pay for any services that you get from a dentist that are not part of the HFS Dental Program.



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1212 North Corporate Parkway
Mequon, WI 53092



Illinois Department of Healthcare
and Family Services (HFS)

Dental Program

A quick reference guide

DentaQuest

What can I do to have a healthy mouth?

1. Contact DentaQuest for a referral to a dentist.
2. Seek dental care before you are in pain.
3. Go to the same dentist on a routine basis. This is your Dental Home.
4. Brush your teeth with fluoride toothpaste, one time in the morning and one time at bedtime.
5. Floss everyday.
6. Brush your tongue with your toothbrush. This will remove bacteria and make your breath fresher.
7. Keep every dental appointment. Follow the treatment plan your dentist makes with you.
8. Stop smoking and chewing tobacco.

What is a Dental Home? Why is it important?

A Dental Home is the dentist office where you go for most of your dental needs. You go back to this dentist office each time you have a dental need. If you have a dental need that this dentist cannot do in the office, he/she will refer you to a specialist who can treat you. It is important to go to the same dentist because he/she will know you, your mouth, and your needs.



What is DentaQuest?

DentaQuest of Illinois, LLC (DentaQuest) is a company that works with the State of Illinois HFS Dental Program. DentaQuest can tell you what dental services are covered and can help you find a dentist. We can also answer any other questions you have about your dental care.

Para ordenar una copia del libro del miembro en español, por favor llame o escriba a DentaQuest al:

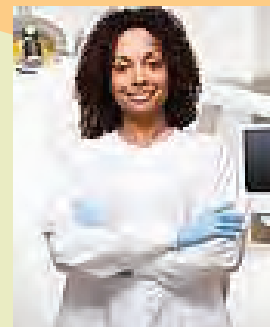
DentaQuest of Illinois, LLC
12121 North Corporate Parkway
Mequon, WI 53092

How can DentaQuest help me find a dentist?

To find a dentist in your area go to:
www.dentaquestgov.com

You may also call customer service at:

1-888-286-2447
or TTY
1-800-466-7566



What if I don't have a ride to my dental appointment?

There may be help for you to get to a dentist appointment for treatment. Please call First Transit after you have made your dental appointment to see if you qualify. First Transit's telephone number is:

1-877-725-0569

Covered Services for Children

Children covered by the All Kids Program are eligible for the following services:

- exams (check-ups)
- cleanings
- fluoride (helps fight cavities)
- sealants (seals back teeth to prevent cavities)
- X-rays
- fillings
- root canals
- crowns (caps)
- extractions (pulling the teeth)

CHILDREN SHOULD SEE A DENTIST EVERY 6 MONTHS FOR A CHECK-UP, EVEN IF THEY ARE NOT HAVING ANY PROBLEMS OR PAIN

Healthy Dental Tips for Babies and Kids

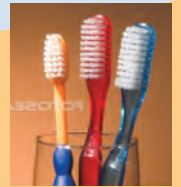
- **Never put your baby to sleep with a bottle.**
- Keep your own mouth healthy even before your baby is born. That will help your baby stay healthy.
- Before your baby's teeth come in, gently wipe the gums with a clean, damp cloth after meals and at bedtime.
- Once teeth come in, clean them with a soft toothbrush after meals and at bedtime.
- Stop using a bottle to feed your baby by 12 months of age.
- Give children healthy foods like dairy, vegetables, and fruit. Limit sugary snacks.
- Take your child to a dentist for a dental check-up by age 2 or sooner if your doctor refers you.
- Do not put your baby's spoon or pacifier in your mouth. Germs from your mouth can spread to your baby.



Covered Services for Adults

Adults covered by the HFS Dental Program can receive the following services:

- X-rays
- fillings
- root canals
- crowns (caps)
- extractions (pulling the teeth)
- dentures (only full - not partials)



If you need a dental care that is not covered, your dentist will tell you before doing it. You need to pay for all dental treatment that is not covered.

You can call DentaQuest at **1-888-286-2447** to find out more about the covered services.

What if I have an emergency?

You can see a dentist in the HFS Dental Program for emergencies. You can call DentaQuest 24 hours a day, 7 days a week to find a dentist at:

1-888-286-2447
or TTY **1-800-466-7566**