Our Commitment to You

At MCNA, we are committed to improving your overall health. We make sure you get great dental care and service you can trust.

It is important to us that our members know the steps to maintain good dental habits.

We are here to help you. If you have any questions, please call our Member Services Hotline (Toll Free) at: **1-855-699-6262**.
ID Card

Your child’s ID card is inside the envelope. Take it out and keep it with you at all times. Remember to take the ID card to all of your child’s dental appointments. Call MCNA Dental Plans at 1-855-699-6262 to ask for a new ID card if you lose it or if any information is wrong.

Provider Directory

It is important to us that your child knows how to take good care of their teeth. The first step is to choose a dentist from the list of providers to meet your child’s needs. The listed providers are contracted with us to give your child dental care. It also tells you which dentist your child can go to when he or she needs special dental care. You can choose from any of our dentists who are located close to where you live or work. You can also choose a dentist that speaks your child’s language. You have the right to choose any dentist in our network to treat your child.

You can have all of the MCNA members in your home see the same dentist. Based on the family member’s needs, you may choose a different dentist for each member.

Hearing Impaired

If you are deaf or hearing impaired, please call at 1-800-955-8771 for help. This service is free.

Other Communication

MCNA has staff that speaks English, Spanish and Creole. We can also help you in other languages free of charge.

Member Handbook Information

This Handbook is available in Spanish, large print or in audio. Please call MCNA Member Services if you need a special format. We will send it to you free of charge. We want to make sure you understand your benefits.

Información Del Manual Del Cliente

Esta Guía está disponible en Español, en imprenta grande o como una grabación de audio. Por favor llame al Departamento de Membresía de MCNA Dental Plans al 1-855-699-6262 si usted necesita un formato especial. Queremos asegurarnos que usted entienda sus beneficios para poder ayudarlos con cualquier pregunta que tenga.
Welcome!

Welcome to MCNA Dental Plans (MCNA)! We are a proud provider for the Florida Medicaid Statewide Dental Program. Your child has been enrolled with MCNA. We are happy to be the dental plan for your child. We have a network of General Dentists and Specialists to serve your child.

This Handbook has the information you need for your child to get these dental services. Please read it to get to know your child’s dental plan. Please call your child’s dentist right away for regular dental check-ups. This will help foster good dental habits.

Call us if you would like to change your child’s dentist. Contact our Member Services Department toll free at 1-855-699-6262 or by email at info@mcna.net. For the deaf or hearing impaired, please call 1-800-955-8771. Our Member Services Department’s normal hours of operations are Monday-Friday, 8:00 a.m. to 5:30 p.m. throughout the State of Florida, excluding state-approved holidays.

Good dental health is important to us. We hope your child uses the dental benefits provided by MCNA. We look forward to serving your child!

Getting Started

Follow these steps to get dental benefits for your child:

1. If you do not know who your child’s dentist is call MCNA. Our Member Services Department can help you.

2. Don’t go to a dentist until you know they are with MCNA.

3. Call the dentist for your child’s first dental appointment. Tell them that your child is a member of MCNA.

4. Take the child’s MCNA ID card when you go to the dentist.
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## Important Phone Numbers

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>MCNA Member Services</td>
<td></td>
</tr>
<tr>
<td><strong>Hours of Operations:</strong></td>
<td>Monday - Friday</td>
</tr>
<tr>
<td></td>
<td>8:00 a.m. - 5:30 p.m. throughout the state of Florida</td>
</tr>
<tr>
<td></td>
<td><em>If you call after our regular business hours, you can leave a message. We will return your call the next business day.</em></td>
</tr>
<tr>
<td><strong>Toll-Free Phone Number:</strong></td>
<td>1-855-699-6262</td>
</tr>
<tr>
<td><strong>Hearing Impaired (TTY):</strong></td>
<td>1-800-955-8771</td>
</tr>
<tr>
<td><strong>MCNA Fraud Hotline:</strong></td>
<td>1-855-392-6262</td>
</tr>
<tr>
<td><strong>Website:</strong></td>
<td><a href="http://www.MCNA.net">www.MCNA.net</a></td>
</tr>
<tr>
<td><strong>Mailing Address:</strong></td>
<td>200 West Cypress Creek Road, Suite 500</td>
</tr>
<tr>
<td></td>
<td>Fort Lauderdale, Florida 33309</td>
</tr>
</tbody>
</table>

We can answer any questions you may have and give you information on:

- Covered services and limitations
- Emergencies
- Choosing a dentist
- Changing to another dentist
- Making appointments
- Getting an interpreter
- Getting a ride to the dentist
- Filing a Grievance or Appeal
### Medicaid Toll Free Numbers

**Medicaid Choice Counseling:** 1-888-367-6554  
**Medicaid Consumer Complaint Hotline:** 1-888-419-3456  
**Medicaid Transportation Services:** 1-888-419-3456  

**Medicaid Area Offices:**

<table>
<thead>
<tr>
<th>Medicaid Area Office</th>
<th>Number</th>
<th>Areas Served</th>
</tr>
</thead>
<tbody>
<tr>
<td>1:</td>
<td>1-800-303-2422</td>
<td>Serving Escambia, Santa Rosa, Okaloosa and Walton Counties</td>
</tr>
<tr>
<td>2:</td>
<td>1-800-226-7690</td>
<td>Serving Bay, Gulf, Franklin, Washington, Jackson and Holmes Counties</td>
</tr>
<tr>
<td>3a:</td>
<td>1-800-803-3245</td>
<td>Serving Alachua, Bradford, Columbia, Dixie, Gilchrist, Hamilton, Lafayette, Levy, Putnam, Suwannee and Union Counties</td>
</tr>
<tr>
<td>3b:</td>
<td>1-877-724-2358</td>
<td>Serving Citrus, Hernando, Lake, Marion and Sumter Counties</td>
</tr>
<tr>
<td>5:</td>
<td>1-800-299-4844</td>
<td>Serving Pasco and Pinellas Counties</td>
</tr>
<tr>
<td>6:</td>
<td>1-800-226-2316</td>
<td>Serving Hillsborough, Highlands, Hardee, Polk, and Manatee Counties</td>
</tr>
<tr>
<td>7:</td>
<td>1-877-254-1055</td>
<td>Serving Brevard, Orange, Osceola, and Seminole Counties</td>
</tr>
<tr>
<td>8:</td>
<td>1-800-226-6735</td>
<td>Serving Sarasota, DeSoto, Charlotte, Lee, Hendry, Glades and Collier Counties</td>
</tr>
<tr>
<td>9:</td>
<td>1-800-226-5082</td>
<td>Indian River, Martin, Okeechobee, Palm Beach, St. Lucie</td>
</tr>
<tr>
<td>10:</td>
<td>1-954-958-6500</td>
<td>Serving Broward County</td>
</tr>
<tr>
<td>11:</td>
<td>1-800-953-0555</td>
<td>Serving Miami-Dade and Monroe Counties</td>
</tr>
</tbody>
</table>
This Handbook tells you what you need to know as an MCNA member and how to get dental care for your child. If you have any questions about how this plan works call MCNA.

Covered Services and Limits

Your child may get covered services that are:

- Medically needed
- Carried out, prescribed, or handled by an MCNA participating dentist
- Approved by MCNA

You must follow the right steps to get services approved for your child.

What Do I Have to Pay?

You do not have to pay for any Covered Services for your child.

Covered Services

This is the list of Covered Services. Your child’s MCNA dentist will carry out these services at no cost to you. Before treatment, please ask the dentist if the procedures are covered by the plan. There are some limits to your child’s benefits. Go to page 34 for a list of dental terms to help explain some of the services below.

The following Preventive Services do not need a prior authorization:

Office Visits

- Topical fluoride application, limit 1 every 6 months
- Sealants (permanent 1st and 2nd molars only), limit 1 every 3 years, per tooth
- Cleaning/Prophylaxis, limit 1 every 6 months
- Space maintainers

Oral Exams

- First Oral Exam
- Regular Oral Exams, limit 1 every 6 months
- Emergency Exams
Dental Benefits

**X-Rays**
- Intraoral periapical x-rays
- Complete set of x-rays, limit 1 every 3 years
- Panoramic x-rays, limit 1 every 3 years
- Bitewings, limit 1 every 6 months

**The following services must be approved by MCNA before you get them:**

**Restorative Services (Fillings and Crowns)**
- Amalgam restorations (silver fillings)
- Composite/Resin restorations (white fillings)
- Prefabricated stainless steel crowns
- Crowns (resin and stainless steel prefabricated steel crowns)

**Oral Surgery (Extractions)**
- Extractions
- Biopsies
- Surgical treatment of diseases, injuries, deformities and defects
- Incision and drainage of abscesses
- Oral and maxillofacial surgery services (treatment for conditions, defects, injuries, and cosmetic needs of the mouth, teeth, jaws and face)

**Endodontic Services (Root Canals)**
- Root canal therapy on primary and permanent teeth
- Apicoectomy

**Periodontal Services (Treatment of the Gums)**
- Gingival flap procedure
- Scaling and root planning
- Gingivectomy
Removable Prosthodontics (Dentures)

- Upper, Lower or Complete Set of Dentures, limit 1 per lifetime
- A child may be able to receive a new denture if the denture does not fit or work for two reasons:
  1. the child’s physical condition has changed
  2. the condition of the denture has changed
- Partial Dentures, limit 1 per lifetime
- Repairs, relines and adjustment of dentures, limit 1 per 366 days

Orthodontic Services (Braces)

- MCNA follows Medicaid’s rules for braces. Braces for cosmetic reasons are not covered. Braces are only covered when the condition of the child’s teeth or jaw affects the child’s growth.

Analgesia and Behavior Management

- Limited to members with specific physical, mental or patient management issues, limit 3 times per 366 days.

Sedation

- Intravenous administration of drugs
- Non-intravenous administration of drugs, limit 3 times every 366 days

Injectable Medications

- The injection of medicine to treat illness or disease

Hospitalization

- Hospitalization is covered if the child can’t be safely treated in the dental office

Palliative Treatment

- Covered services necessary to relieve pain and discomfort on an emergency basis

See Exclusions and Limitations starting on page 22.

The MCNA Children’s Medicaid dental plan benefits are the same as the Medicaid Dental Coverage and Limitations Handbook benefits. To find out about benefits that are offered by the State plan but are not covered under the Medicaid contract please call the Consumer Call Center at 1-888-419-3456. The hours are Monday through Friday, from 8:00 a.m. to 5:00 p.m.
What is the Difference between a General Dentist and a Specialist?

A General Dentist can do most of the services your child will need. There may be times when your child needs extra attention for things such as extractions (pulling out a tooth). Specialists focus on certain areas. Oral Surgeons pull teeth. Periodontists treat gums. Endodontists do root canals. Orthodontists put in braces. Pedodontists treat young children that cannot go to a General Dentist. In most cases, a referral is needed to go to a specialist.

To Change Your Child’s Dentist

To change your child’s dentist, look at the list of dentists with this Handbook, and choose a new dentist. You can change your child’s dentist once per month. You can start getting services from your new dentist the day following the change. Call MCNA’s Member Services Department to make the change at 1-855-699-6262 or if you need help finding a dentist.

Let us know if you would like to have all of the MCNA members in your home with the same dentist.

Suggest a Dentist

Do you have a favorite dentist that is not a MCNA dentist? Please let us know. We will try to get them to join the plan.

To Cancel a Dental Appointment

Please call the dentist at least 1 day before the appointment to cancel. This will help you get a new appointment.
Regular Dental Check-Ups
A child should go to the dentist every 6 months. They can start seeing a dentist at 6 months of age. This will help foster good dental habits. Call MCNA’s Member Services Department at 1-855-699-6262 if you need help making an appointment.

Out-of-Network Services
Your child should only go to dentists in MCNA’s network. If you need help finding a dentist for your child, call MCNA’s Member Services Department at 1-855-699-6262.

An MCNA dentist may not be available to treat your child. MCNA will help find your child an out-of-network dentist if that happens.

In an emergency, your child may go to a non-network, out-of-area dentist or hospital emergency room. Look on page 12 to find out more about emergencies.

Active Treatment
MCNA will allow your child to keep seeing their old dentist:

- For 30 days after your child becomes an MCNA member; or
- Until your child sees their new dentist.

If your child has braces, MCNA will manage your child’s care with their orthodontist until it is finished. Please call our Member Services Department at 1-855-699-6262 to let us know that you want to keep your child’s old dentist for treatment.

What if I Want a Second Opinion?
You can ask for a second opinion from another dentist if:

- You don’t agree with the dentist’s opinion about your child’s care.
- You are not sure if the care is needed.
- You have questions about the work your child’s dentist wants to do.
- The care your child is currently getting is not helping.
- You think that the suggested care may harm your child.

MCNA will help you find a MCNA dentist or a dentist not with MCNA. If you choose a dentist who is not with MCNA, you may have to pay for some of the cost for seeing that dentist. Please call our Member Services Department at 1-855-699-6262 for help with getting a second opinion for your child. You do not have to pay for a second opinion.
Dental Care and Other Services

What if I Get a Bill?
Your child’s dentist will not charge you for medically necessary covered services. If you get a bill for a covered service, call MCNA’s Member Services Department at 1-855-699-6262.

Getting a Ride to the Dentist
Children with Medicaid and their caretakers can get free rides to get to and from the dentist. Call 1-888-419-3456 (toll-free) to see if you are eligible for transportation help. You should call at least 72 hours before your appointment.

Referrals
MCNA has dental Specialists in all areas. If your child’s General Dentist thinks special care is needed, your child will be sent to an MCNA Specialist in your area. Your child’s General Dentist must contact MCNA to refer your child to a Specialist. MCNA will look at the referral and then approve or deny the request. We will let your dentist know our decision. To check on your child’s referral, call MCNA’s Member Services Department at 1-855-699-6262 or your child’s dentist. There are no limits to the number of referrals or visits to the Specialists your child can get.

Prior Authorization Services
Prior Authorization is needed for services that must be approved by MCNA. MCNA’s Dental Management Department will look at a request from your child’s dentist before you get the service. MCNA has rules to follow when we make decisions about dental services.

We will tell you right away if we deny or limit the services your dentist asks for. We will send a letter (Notice of Action) telling you why we denied the service. The notice will tell you how to ask for an appeal with MCNA and a Medicaid Fair Hearing.
What is a Dental Emergency?

- Constant pain of teeth or gums
- Uncontrollable bleeding in the mouth area
- A painful infection
- Severe pain that cannot be controlled
- Sharp edges caused by broken teeth or damaged braces
- Tears or cuts inside the mouth
- Broken jaw and/or facial bones
- Dislocated jaw

What if my Child has a Dental Emergency?

If your child has a dental emergency, please call your child’s dentist first. If you can’t reach your child’s dentist after hours, go to any hospital or urgent care clinic. You can also call MCNA for help. You do not need approval to take care of a dental emergency.

Your child may need dental care after the emergency. This care does not need approval. These services will be covered by MCNA. You can call our Member Services Department at 1-855-699-6262 to help your child get the care that he or she needs.

If you are away from home and not near your child’s MCNA dentist, your child can get emergency dental care from a non-network or out-of-area dentist. If your child had an emergency, call MCNA to let us know. We will need to pay the dentist who treated your child. You should only get treatment from a licensed dentist. The services your child gets must be medically necessary covered services.

When Should I Take my Child to the Emergency Room or call 911?

Go to the emergency room if your child has hurt their mouth or jaw. Also go if the child has severe pain.

Other reasons are listed below:

- Bleeding in the mouth that will not stop
- Swelling under or on the tongue
- Swelling of the face with pain
- Pain in the jaw after a hit to the jaw
- Pain when the jaw is opened or closed

Call the child’s dentist if you have questions about going to the hospital. You can also call MCNA’s Member Services Department at 1-855-699-6262 for help.
Open Enrollment

If you are a mandatory enrollee required to enroll in a Prepaid Dental Health Plan (PDHP) you can change PDHP at anytime for any reason. If you have questions about changing your dental plan, please call Medicaid Choice Counseling at 1-888-367-6554.

MCNA does not enroll members in its Florida Medicaid Statewide Dental Program. MCNA gets a list of members from the State of Florida every month.

Loss of Medicaid Eligibility

Anyone can lose Medicaid. Your child could lose their benefits if you move or do not re-certify on time.

If your child loses their Medicaid benefits, they lose MCNA. MCNA can’t help your child with dental care until they have Medicaid again. If your child gets their benefits back within 60 days, your child will be put back in MCNA along with the same dentist.

You do not need to do anything. You will get a letter to welcome you back. If you chose a Medicaid Health Plan that offers dental benefits, your child is not able to be in MCNA.

Disenrollment

Some Medicaid children are not in MCNA. A child can be removed from MCNA (disenrolled) for the reasons below:

- The child is age 21 or older
- The child is no longer in Medicaid
- The child is staying in a state hospital
- The child has Medicaid through the medically needy program
- The child is enrolled in a Medicaid health plan that offers dental benefits
- The child is in a Sub-acute Inpatient Psychiatric Program (SIPP)
- The child is in prison or a correctional facility
- The child has moved out of the area
- The child has passed away
Enrollment and Disenrollment

If your child is removed from MCNA, you can file a grievance. You cannot file a grievance if:

- The child has moved out of the area
- The child is no longer in Medicaid
- The child has passed away

If you have questions about disenrollment, call Medicaid Choice Counseling at 1-888-367-6554.

Look at the “Complaints, Grievances, and Appeals” section of this handbook, starting on page 15. Call MCNA if you need more information on filing a grievance.

Do Not Abuse the ID Card

Do not let someone other than your child use their MCNA Member ID card. If you do your child could lose their Medicaid benefits.

Status Change

Your child’s name, address, county or phone number may change. Contact your Department of Children and Families (DCF) caseworker, the Social Security Administration Department, and MCNA’s Member Services Department at 1-855-699-6262 to change their information.

Your child may get other health care coverage. This includes other government programs. Call and tell MCNA, your DCF caseworker, or your Social Security Administrator.
Complaints

If you need help with a problem, we want to help. If you have a complaint, please call us toll-free at 1-855-699-6262 to tell us about your problem. For the deaf or hearing impaired, please call us toll free at 1-800-955-8771. We will try to handle your complaint quickly. If you have a complaint, our staff will:

- Put together all of the facts
- Review the case privately
- Help to find an answer for you
- Explain the answer to you

Most issues can be fixed by MCNA's Member Services Department. If we cannot fix your problem within 24 hours, we will send your complaint to our Grievances and Appeals Department for further review.

The Agency for Health Care Administration (AHCA) also has a Consumer Call Center at 1-888-419-3456 where you can file a complaint or get information. The hours are Monday through Friday, from 8:00 a.m. to 5:00 p.m.

What is a Grievance?

A grievance is when you are not happy with issues other than the denial for services. For instance, you may be unhappy with your dentist, or the care you got.

You can tell us about a grievance verbally or in writing within 1 year of the issue. We will look at your grievance and when we finish, we will send you a letter. It will tell you what happened and what we decided. This process will take no more than 90 calendar days.

You can file a grievance by calling our Member Services toll free at 1-855-699-6262 or sending a letter to:

MCNA Dental  
Attention: Grievances and Appeals Department  
200 West Cypress Creek Road, Suite 500  
Fort Lauderdale, Florida 33309

You, your dentist or someone you name to act for you, or your child may file a grievance with MCNA. We will send you a one page form that you must sign and return to us. You may also get this form from your dentist or from our website at www.mcna.net. This form will tell us that you give permission to the person you name to represent you and/or your child during the grievance process.

You can give us more information about your grievance at any time during the process. This can
Complaints, Grievances, and Appeals

be done in person or in writing. You also have the right to look at your case file and any other documents involved in the process. Call MCNA's Grievances and Appeals Department at 1-855-699-6262 if you would like to look at your file.

You can ask to add up to 14 calendar days to the process. You can ask for this extra time by writing or calling us. We can also take an extra 14 calendar days if we need more time to get more information that will help us make a decision in your favor. We will send you a letter if we need extra time. The letter will tell you why we need more time.

Our Grievance and Appeals Department can be reached at 1-855-699-6262, Monday through Friday from 8:00 a.m. to 5:30 p.m. (EST). For the speech and hearing impaired, please call 1-800-955-8771.

What is an Appeal?

An appeal is when you ask MCNA to review a denial of services that your dentist requested. This process will take no more than 45 calendar days from the date we receive your appeal.

You must ask for an appeal verbally or in writing within 30 calendar days after you get our letter about your denial. If you appeal verbally, you need to send us a letter within 10 calendar days from the date you talk to us. We will look at your appeal and we will send you a letter within 45 days of when you first asked for the appeal. The letter will tell you what we decided and why.

You, your dentist or someone you name to act for you, or your child may file an appeal with MCNA. We will send you a one page form that you must sign and return to us. You may also get this form from your dentist or from our website at www.mcna.net. This form will tell us that you give permission to the person you name to represent you and/or your child during the appeals process.

You can give us more information about your appeal at any time during the process. This can be done in person or in writing. You also have the right to look at your case file and any other documents involved in the process. Call MCNA's Grievances and Appeals Department at 1-855-699-6262 if you would like to look at your file.

You can ask to add up to 14 calendar days to the process. You can ask for this extra time by writing or calling us. We can also take an extra 14 calendar days if we need more time to get more information that will help us make a decision in your favor. We will send you a letter if we need extra time. The letter will tell you why we need more time.

Your child's benefits will not end while we look at your appeal unless your child is taken out of Medicaid. If MCNA is going to reduce, or stop a service we approved your child to get in the past, your child has the right to keep getting those services. You may have to pay for the services if the final decision is that MCNA does not have to cover them.
Expedited Appeals

An expedited appeal means the decision is made within 72 hours of your request. You should ask for an expedited appeal if you think waiting 45 days would harm you or your child's health. Another dentist who was not involved in the original decision will decide if your request meets the medical necessity requirements for an expedited appeal. We will call you if we need more information to make our decision. If your request for an expedited appeal is denied, the appeal will be handled within 45 calendar days.

We will make a decision about an expedited appeal within 72 hours if the expedited appeal is approved. We will call you to tell you our decision on the same day it is made. We will also send you a letter within 72 hours or less from the time the appeal is made.

Subscriber Assistance Program (SAP)

If you are not happy with MCNA's final appeal decision, you may ask the SAP to look at it. You have 1 year after the date of the original issue to contact them at:

Agency for Health Care Administration
Subscriber Assistance Program
Building 1, Mail Stop #26
2727 Mahan Drive
Tallahassee, FL 32308

Phone: (850) 412-4502
Toll Free: (888) 419-3456

Medicaid Fair Hearing

You also have the right to ask for a Medicaid Fair Hearing at any time during the grievances and appeals process. If you ask for a Fair Hearing, the Subscriber Assistance Program will not look at your request. To ask for a Medicaid Fair Hearing, you must contact the Department of Children and Family Services at:

Office of Public Assistance Appeals Hearings
1317 Winewood Boulevard Building 5, Room 203
Tallahassee, Florida 32399-0700
Let us know if you think a dentist has billed you for services that you did not receive. This could be fraud and it is against the law. Please contact MCNA’s Member Services Department at 1-855-699-6262. We want to talk to you about this. You can also leave a message on our Fraud Hotline at 1-855-392-6262. You do not have to leave your name.

To report suspected fraud and/or abuse in Florida Medicaid, call the Consumer Complaint Hotline toll-free at 1-888-419-3456 or complete a Medicaid Fraud and Abuse Complaint Form, which is available online at:


If you report suspected fraud and your report results in a fine, penalty or forfeiture of property from a doctor or other health care provider, you may be eligible for a reward through the Attorney General’s Fraud Reward Program (toll-free 1-866-966-7226 or 850-414-3990). The reward may be up to twenty-five percent (25%) of the amount recovered, or a maximum of $500,000 per case (Florida Statutes Chapter 409.9203). You can talk to the Attorney General’s Office about keeping your identity confidential and protected.
Advance Directives

Under Florida Law, every able adult (18 years or older) has the right to make choices about his or her own health. This is state law. If the law changes, we will let you know within 90 days of any change. This includes the right to choose or refuse medical treatment. It is MCNA’s policy to respect your rights and choices about your health, even if you cannot choose for yourself.

One day, you may not be able to make decisions due to a physical or mental change, such as being in a coma or developing dementia (like Alzheimer’s disease). The law respects your rights and choices even if you are not able to make choices for yourself. The law also gives you the right to decide about your medical treatment – like choosing to keep getting treatment or to be kept alive in a non-natural way. Legally, you do not have to have an advance directive.

What is an advance directive?
An advance directive is a written or oral statement about how you want medical decisions made if you can’t make them yourself. It can also express your wish to make an anatomical donation after death.

Some people make advance directives when they are diagnosed with a life-threatening illness. Others put their wishes in writing when they are healthy. There are 3 types of advance directives. You might choose any of these types that best fit your needs and wants.

1. A living will.
A living will is a written or oral statement that explains the kind of medical care you want or do not want if you become unable to make your own decisions. It is called a living will because it takes effect while you are still living. It can help your doctor and family know what you want when you can’t make your own choices.

2. Health care surrogate designation and durable power of attorney.
A health care surrogate designation is a document naming another person who can make medical choices for you when you are not able to. This should be a person you trust. They should know what choices you would make and be willing to make those decisions. Usually that person is a relative or a close friend.

In a health care surrogate designation, like a living will, you can explain the treatment you want or do not want. The person you choose may act for you for a short time, only while you are sick. You need to explain how much power you want this person to have. You can also name another surrogate.
Instead of a health care surrogate, you can choose someone to make decisions for you when you can’t in a durable power of attorney for health care. You can name another person to act for you. This must be in writing. This is like a health care surrogate, but the person can make more decisions for you, like financial and legal.

3. Anatomical donation.

An anatomical donation document explains your wish to donate, at death, all or part of your body. This can be an organ and tissue donation to persons in need. It can also be a donation of your body for training of health care workers. You can choose to be an organ donor by saying so on your driver’s license or state identification card, by signing a uniform donor form, or by writing your choice in a living will.

Is a living will better than a health care surrogate designation or a durable power of attorney for health care?

A living will, a health care surrogate designation and a durable power of attorney for health care are different. It is good to have more than one. They can help your family and your doctor make choices about your health care when you can’t. You may use one or more to give instructions for your medical care. You may combine them into one statement that assigns a person to make medical choices for you but also tells that person what you want if there is no hope you will survive.

You can change your mind or cancel your statements at any time. Changes should be written, signed and dated. You can also change your mind by telling someone (an oral statement). The only time an advance directive document can be used is when you are mentally disabled and can’t make health care choices for yourself. Once you can make choices again, the advance directive stops. You can use the same advanced directive if you become disabled.

If your directive is not being followed, you can call the state’s complaint line at 1-888-419-3456.

If you have questions, you can talk to your doctor, or call MCNA's Member Services at 1-855-699-6262 or 1-800-955-8771 for the speech or hearing impaired.

Note: You can find more information in the Florida Statutes: Life-Prolonging Procedure Act, Chapter 765; Health Care Surrogate Act, Chapter 745; Durable Power of Attorney Section 709.08; Court Appointed Guardianship, Chapter 744; and in the Florida Supreme Court decision on the constitutional right of privacy, Guardianship of Estelle Browning, 1990.
MCNA Programs and Policies

MCNA follows the following federal regulations: 42 CFR 438.10 (f) and 42 CFR 438.10 (f) (2) that says MCNA has to tell members once a year of their right to ask for and get information about MCNA.

You can ask for any of the information about MCNA listed below. Call or write our Member Services staff. We will send a written copy of the information to you. We will tell you every year in writing of your right to ask for this information.

- MCNA's quality improvement program
- Authorization and referral processes for dental care services. Also reasons for denying services based on moral or religious beliefs as required by Section 1932(b)(3), Social Security Act (enacted in Section 4704 of the Balance Budget Act of 1997)
- Processes used to decide if a service is medically needed
- Policy on member privacy of their dental records and information
- The process MCNA uses to ensure our dentists are skilled and experienced professionals
- Information on MCNA, its plans, products or services
- Process for approving or denying experimental or investigational dental treatment

Quality Information

Call MCNA's Member Services Department at 1-855-699-6262 if you would like to know more about MCNA's quality performance like Member Satisfaction. We will let you know what we are doing to improve quality of services. We can send you this information in writing.

Structure and Operations

If you would like to know more on the structure and operations of MCNA or any dentist incentive plans, please call our Member Services Department at 1-855-699-6262.
Exclusions and Limitations

MCNA covers medically necessary services. The services must:

- Be specific to the child’s needs. They must match the child’s treatment needs, and not be more than the child needs.
- Not be experimental or investigational.
- Be at a level that can be safely done. There must not be an equal, more conservative or lower priced treatment available, and not be done simply because it is easy for the child, the child’s parent/guardian or the dentist.

Services completed before your child became a member of MCNA are not covered.

Exclusions

These dental benefits are not covered or offered by MCNA:

- Putting fluoride on a tooth before it has a filling, root canal or crown.
- Fillings or crowns on baby teeth if loss is expected in 6 months.
- Crowns only for cosmetic reasons that are not needed for medical or health reasons.
- Fixed, non-removable bridges.
- Any treatment that can’t be done because the child is not able or healthy. This would be decided by the child’s doctor, dentist or MCNA’s Dental Director.
- Any dental procedure that is determined to be experimental or investigational by Florida Medicaid.
- Giving out prescription drugs.
- Any treatment paid for by Workers’ Compensation or employer’s liability laws, by a federal or state government agency, or other insurance coverage that the child has. Any treatment paid by a city, county, etc. other than Medicaid.
- Any non-approved dental treatment by a non-participating general dentist or specialist except in an emergency.
- Services that are needed because the member was in a war, declared or not, or from being in the military.
- Dental treatment started before the child was with MCNA. These procedures may include but are not limited to teeth prepared for crowns, root canals in progress and orthodontics. MCNA will review these on a case by case basis.
- Exams for non-covered benefits.
- Using implants to replace individual teeth.
- Fillings, crowns and other treatment placed only for cosmetic reasons.
- Removing teeth, when the teeth do not have any problems. May include but is not limited to the removal of third molars.
- Removing healthy baby teeth when they are going to fall out.
- Injuries caused by auto accidents. Many times your child’s health plan will take care of this.
- A sealant cannot be done when teeth have cavities or fillings.
Exclusions and Limitations

- Partial dentures are not covered to replace just one tooth unless it is a missing front tooth.
- A surface of a tooth can only be filled once every 3 years.

Limitations

- On the back teeth, a one-surface composite/resin (white) filling, per tooth, per surface, every three years is covered. This includes primary and permanent teeth.
- Composite/resin (white) fillings to multiple surfaces of these teeth (tooth# 4, 5, 12, 13, 20, 21, 28, 29) are covered.
- A tooth can only have a sealant applied one time every 3 years. Experts say sealants should be put on back teeth. Sealants are only covered on permanent first and second molars. This includes tooth numbers: 2, 3, 14, 15, 18, 19, 30, and 31.
- Space maintainers are not covered if the space will be maintained for less than 6 months.
- Covered care to relieve pain in an emergency is called palliative treatment. This treatment is offered when the child’s status will not need more specific care.
- Root canals are covered when:
  1. there is enough tooth to be fixed
  2. the root canal will work on the tooth
  3. the baby tooth should not fall out in the next 18 months
- MCNA must approve partial dentures before they are made.
- Denture relines are covered once per denture per 366 days.
- Immediate dentures may be relined no earlier than 3 months after the date they are placed. For non-immediate dentures, no later than 6 months after the denture has been placed.
- Endosteal implants are approved only when used with reconstructive surgeries.

Orthodontic Limitations

- Braces are not covered for non-medical or cosmetic reasons. Braces are only covered when the child’s teeth and/or jaw are bad enough to affect the child’s physical development. MCNA follows Medicaid’s rules for braces. MCNA must approve the braces first. Some treatment will not be approved if it is:
  1. part of early or minor treatment before braces are placed (also called interceptive treatment, split phase treatment or Phase I treatment), except for cleft palate cases
  2. to mostly change the child’s looks (cosmetic)
- Orthodontic care is covered for members who had braces before they were with MCNA. MCNA does not need to approve the care if Medicaid has already approved the braces. We will cover the care until it is complete, but not to go over 24 monthly care visits.

Go to page 34 for a list of dental terms to help explain some of the procedures and information in this section.
**Member Rights and Responsibilities**

**Members have the right to:**

1. Be treated with respect and kindness while protecting your privacy and dignity.
2. Know what services are available to you as members of this plan and be helped quickly and courteously.
3. Know who your Participating Dentist is and to feel confident that you may change that dentist if you need to.
4. Be given information by your Participating Dentist about your diagnosis, planned care, possible alternative care, any risks and the expected outcome.
5. Refuse treatment and to ask your Participating Dentist what can happen if you choose to refuse treatment.
6. Contribute to making decisions along with the Participating Dentist about your dental care needs.
7. Criticize or file a complaint (grievance) about MCNA or the dental service you received from the Participating Dentist.
8. Ask questions and receive answers to them.
9. Know about support services (including interpreters) that are available.
10. Be given information about other funding resources available to you for your dental care.
11. Be given the opportunity to obtain dental services regardless of race, nationality, religion, age, physical handicap or source of payment.
12. Receive treatment for emergency dental conditions that may get worse if not treated in a timely manner.
13. Know the rules that apply to your behavior and any consequences that may occur as a result of your behavior.
14. Refuse treatment to the extent of the law and to ask your Participating Dentist what can happen if you choose to refuse treatment.
15. To receive a reasonable estimate of the charges before receiving your dental care.
16. Be given a copy of a clear and understandable bill and to have the charges explained.
17. Know if dental treatment is for experimental research purposes and to consent to or refuse your participation in the research.
18. Expect your health information and care to be kept confidential, as required by law.
19. Receive timely access to care, including referrals to specialists when medically necessary, without barriers.
20. Ask for a Medicaid Fair Hearing.
21. Choose a person to represent you for the use of your information by MCNA if you are unable to.
22. Be free from any form of restraint or seclusion used as a way of coercion, discipline, convenience or retaliation.

23. Make an advance directive, like a living will.

24. Be free to use your rights and that the use of those rights does not harmfully affect the way MCNA, our Participating Dentists or the State treat you.

25. Receive information in different formats and other languages, if necessary.

26. Choose whether your personal information is to be sent to another party for uses such as data used in research studies and outside marketing purposes, except when the release of information is required by law.

27. To make suggestions about your rights and responsibilities.

**You and your child have the responsibility to:**

1. Have your child’s Member ID card with you at all dental visits and to show it prior to service.

2. Be respectful of the Participating Dentist and their staff.

3. Be respectful of the rights of other patients.

4. Follow the rules and regulations about patient care and conduct of your child’s Participating Dentist.

5. Provide the Participating Dentist and their office with true and complete information necessary to give your child proper care.

6. Obtain services from only Participating Dentists or Specialists with the exception of dental emergencies when outside the service area.

7. Ask the Participating Dentist questions about his or her instructions.

8. Ask the Participating Dentist about the care received.

9. Understand your child’s dental problems and work with your Participating Dentist as much as possible to decide treatment goals.

10. Make good decisions about things that could affect your child’s dental health.

11. Follow the plan of treatment for dental care agreed upon by you and the Participating Dentist and/or dental staff.

12. Make sure that payments of dental care are fulfilled as quickly as possible.

13. Report unexpected changes in your dental condition to your dentist.

14. Keep all appointments and arrive on time. If you are unable to do so for any reason, notify your dentist’s office in a reasonable time.
This describes how health information about you may be used. This also describes how you can get your health information.

**Please review it carefully. The privacy of your health information is important to us.**

**Our Legal Duty**

The law says MCNA has to keep your health information private. We have to give you this Notice about our privacy practices, our legal duties and your rights. We must follow the privacy practices that are in this Notice. This Notice took effect on 04/14/03. It will remain in effect until it is changed.

MCNA can change the information in this Notice at any time. The changes must be within the law. The changes may apply to all of the old and new health information we have. Before we change our privacy practices, this Notice will be changed. A member will be able to request the new Notice. You may request a copy of our Notice at any time. Contact us if you would like more information.

**Uses and Disclosures of Health Information**

We use and release your health information in three ways:

1. **Treatment:** We may give your health information to a dentist or doctor.
2. **Payment:** We may use your information to pay a dental office.
3. **Healthcare Operations:** We may use your information for business reasons. This could be for quality review and ways to improve our company. We may use it to review our dentists, to train, for audits and other activities.

**Your Authorization:** We can only use your information in the ways explained in this Notice. You can also allow us to use your health information for other reasons. You must give your consent in writing. You can cancel your consent in writing at any time. This will not affect any use of the information before you cancelled your consent.

**To Your Family and Friends:** The Member Rights section explains when and how we are allowed to give your health information to you. We can only give your information to your family or friends if you give us permission verbally or in writing.

**Persons Involved in Care:** We may use your information to find your family or people involved with your care. We may use the information to tell them about your health status, death or where they can find you. If you are present, you will have the chance to tell us not to reveal your information. In an emergency, we will use the information to assist in your care. We will only use the information as needed for your health. We will use our best judgment before we allow someone to pick up your dental payment records, dental records, study models, x-rays, or other types of health information.
Marketing Health-Related Services: We will not use your health information for marketing without your written consent.

Required by Law: We may use your health information when we have to, by law.

Abuse or Neglect: We may give your health information to the police or the government, if we believe you or your child is a possible victim of abuse, neglect or other crimes. We may share your health information to protect your or another’s health or safety.

National Security: If required by law, we may give the military the health information of Armed Forces personnel. We may give authorized federal officials health information if needed for national security activities. We may give the health information of a member who is an inmate if needed to an authorized person like a warden or policeman in a jail or prison.

Member Rights

Access: You can see or get copies of your health information at any time. You can ask for the information in a different format. We will supply the information in the format you request if it is possible. You must ask for your health information in writing. You may write a letter asking for your information or ask for a request form. Contact us by using the contact information listed at the end of this Notice. There will be a fair charge based on the cost to make the copies and staff time of $0.05 (5 cents) for each page and postage if you want the copies mailed to you. If you want another format, the price will be based on the cost of that format. We can also prepare a summary or an explanation of your health information. Contact us using the information listed at the end of this Notice for a full explanation of our fees.

Disclosure Accounting: You can ask for a list of all the ways we have used your information for reasons other than treatment, payment, healthcare operations and certain other activities, for the last 6 years, but not before April 14, 2003. If you ask for this more than once a year, we may charge you a fair cost based on the cost to make the list and staff time.

Restriction: You can ask us to put more limits on the use of your health information. We do not have to agree to those limits. If we do agree, we will follow our agreement (except in an emergency).

Alternative Communication: You can ask us to communicate with you about your health information in another way or at another location. (You must ask in writing.) Your request must tell us how or where you would like us to speak with you. If there is a cost to MCNA for this communication, you must explain how payment will be handled.

Amendment: You can ask us to change or add to your health information. (You must ask in writing. You must explain if the information is incorrect, if more information is needed or if it should be changed.) We may deny your request under certain circumstances.
Electronic Notice: If you receive this Notice on our Web site or by e-mail, you can print this Notice. You can also ask for a copy by mail using the contact information listed at the end of this Notice.

Questions and Complaints

You can call us if you have questions or want to know more about our privacy practices.

Contact us if you:

- Feel your privacy rights were violated
- Disagree with a decision we made about your health information
- Have questions about our response to a request you made about your health information
- Want us to communicate with you in another way or to another location

You may also send a written complaint to the U.S. Department of Health and Human Services. We will give you their address at your request.

We support your right to the privacy of your health information. We will not strike back at you in any way if you choose to file a complaint with us or with the U.S. Department of Health and Human Services.

Contact the Director of Member Services:

  Telephone: 1-855-699-6262
  Fax: 954-730-7875
  E-mail: info@mcna.net
  Address: 200 West Cypress Creek Road, Suite 500 · Fort Lauderdale, Florida 33309

This program is sponsored by MCNA through a contract with the State of Florida, Agency for Health Care Administration.
Please put your child’s information in the form below. Please call us if you have questions about filling it in. Mail the form to MCNA using the small envelope included with this package.

**Member Information:**

<table>
<thead>
<tr>
<th>Name (First)</th>
<th>(Middle)</th>
<th>(Last)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date of Birth</td>
<td>Sex</td>
<td>Social Security Number</td>
</tr>
<tr>
<td>Street Address</td>
<td>Apt. #</td>
<td></td>
</tr>
<tr>
<td>City</td>
<td>State</td>
<td>ZIP</td>
</tr>
</tbody>
</table>

**Parent/Guardian Information:**

<table>
<thead>
<tr>
<th>Name of Parent/Guardian</th>
<th>Relationship</th>
</tr>
</thead>
<tbody>
<tr>
<td>Home Phone</td>
<td>Work Phone</td>
</tr>
<tr>
<td>Email Address</td>
<td></td>
</tr>
</tbody>
</table>

**Employer or Association**

- Please check here if your child has special needs or disabilities and is receiving services through the Department of Children and Families (DCF), Office of Developmental Disabilities (DD).

<table>
<thead>
<tr>
<th>Name of Caseworker</th>
<th>Agency</th>
</tr>
</thead>
</table>

I will allow a dentist who has treated my child to give MCNA records or information. I allow my child’s doctor to give medical information to MCNA. I also allow MCNA to give my child’s dental information to the federal and state governments. The information will only be given as needed.

Signature of Guardian or Member (over 18) | Date
Release of Medical Records – I will allow the dentist or doctor listed below who has
treated my child to give MCNA medical records or information. I will also allow MCNA to share
the information and medical records with the federal and state governments as needed.

- Name, address and phone number of previous dentist:

- Name, address and phone number of previous doctor:

Other Insurance Coverage – You are required to tell us if you have other dental or
health insurance coverage, workers compensation benefits or other coverage that could
contribute to paying for your child’s care. Please provide the following information:

- Name of insurer or plan administrator:

- Policy or group number:

- Telephone number of insurer or plan administrator:
Member Oral Health Questionnaire

We want to help you with all your dental needs. Please complete this form. Completing the form will not affect your enrollment or care.

**Member Information:**

Name (First) (Middle) (Last)

Date of Birth Home Phone Number

Street Address Apt. #

City State ZIP County

Your Health Plan Member ID #

Your Primary Language (English, Spanish, Creole, etc.)

**Do you need translation assistance?** (circle one)  
YES  NO

**Do you need transportation assistance?** (circle one)  
YES  NO

**Do you need help finding a dentist or making an appointment?** (circle one)  
YES  NO

**Your Child’s Dentist Information:**

Dentist Name Dentist Phone

Dentist Street Address

City State ZIP
Your Child’s Dental Health:
Please circle YES or NO for the following questions.

- Has your child been to the dentist in the last 8 months?    YES    NO
- Has your child been to the emergency room in the last 6 months because of tooth pain?    YES    NO
- Has your child missed any days of school/work because of tooth pain?    YES    NO
- Do your child’s gums bleed when they brush their teeth?    YES    NO
- Do your child’s teeth hurt when they eat or drink hot, cold, or sweet beverages or food?    YES    NO
- Do your child’s teeth hurt when they chew?    YES    NO
- Does your child use dental floss to clean their teeth every day?    YES    NO
- Does your child brush their teeth at least 2 times a day?    YES    NO
- Has your child had fillings because of cavities?    YES    NO
- Has your child had teeth pulled because of cavities, pain or looseness?    YES    NO

Your Child’s Health:
Please circle YES if your child has the following. Circle NO if they do not.

- Asthma    YES    NO
- Autism    YES    NO
- Diabetes    YES    NO
- Cancer    YES    NO
- Heart problems    YES    NO
- Sickle Cell Anemia    YES    NO
- Kidney problems    YES    NO
- Functional disabilities and impaired mental status    YES    NO
- Problems with growth and development    YES    NO
- Seizures    YES    NO
- Birth Injury    YES    NO
- Cerebral Palsy    YES    NO
- Substance Abuse    YES    NO
- Other    YES    NO
- Are there any prescribed medications you are taking? If yes please list:  
  ______________________________________
  ______________________________________
  ______________________________________

Thank you for taking the time to complete this form. Remember to make an appointment to visit your child's dentist!
Other Important Plan Information

- Dental Records: MCNA dentists must keep records and charts of all dental treatment. They must follow the Florida Dental Practice Act and Regulations. The records belong to the dentist. Each member allows MCNA to request records, x-rays or other information from a dentist that has treated them. The dentist has the right to charge for copies of records and x-rays. It should not be more than what the Miami-Dade County Clerk of Courts charges for copies. MCNA and its dentists do not have to give out any original records or x-rays, unless required by law. MCNA does not pay for copies of records.

- Independent Dental Facilities: MCNA has contracts with dental offices. All MCNA dentists agree to follow proper dental standards. They agree to have certain types of insurance. MCNA is not legally responsible for any actions of the dentist or their staff that cause damage or injury. MCNA is not responsible for financial agreements made between a dentist and a member for services not covered by Medicaid.

- Third Party Injury: A member may need dental services because they were hurt because of an accident caused by someone else. If the member has been given money for their injury, the dentist may charge the member his usual fees. Your child’s Medicaid coverage through MCNA will not pay if someone else is responsible for payment.

- A Participating Dentist has the right not to treat a member who does not follow the recommended treatment plan.
Abscess: A place in the mouth that is swollen and sore. This may be caused by infection in the bone or gums.

Amalgam Filling: Silver colored filling used to fill holes in teeth caused by decay.

Analgesia: A dentist will give a drug, usually nitrous oxide, to a patient to temporarily stop the feeling of pain in a conscious person.

Anesthetic: A drug which causes a local or general loss of feeling, including pain. General anesthesia causes loss of consciousness, usually to relieve the pain of surgery. Local anesthesia causes loss of feeling in one area of the body.

Anterior: Front teeth. Includes the canines and the teeth in the center front and the side front of the mouth.

Apicectomy: Surgery to remove the end of a tooth root.

Biopsy: A medical test to remove skin, tissues, cells, or fluids from a living person to look for disease.

Bridge: A custom-made false tooth or teeth that is permanently placed between two healthy teeth, filling in the area left by a missing tooth or teeth.

Cavity/Caries: A hole in a tooth caused by decay.

Composite Filling: Also called a resin filling. White colored filling used to fill holes in teeth caused by decay. Usually used in front teeth.

Crown: Also called a cap. A lab-fabricated (made in a lab) false tooth used to restore a tooth that has heavy decay, a fracture or a root canal.

Curettage: Gums are scraped below the gum line to remove bacteria. A periodontal procedure.

Decay: The breakdown of a tooth because of food and bacteria left on the teeth.

Denture: Also called false teeth. A complete set of either upper or lower teeth. Used when all teeth must be removed due to damage, decay or disease. Dentures are made in a lab. Both the upper and lower teeth together are called dentures.

Extraction: Removing a tooth by pulling or cutting it from the gum and bone.

Fluoride: Gel applied to the top of teeth after a cleaning is done. Fluoride helps prevent tooth decay by stopping the breakdown of the top layer of the tooth called enamel.

Gingival flap procedure: Surgery for gum treatment. The gums are separated from the teeth and folded back to let a dentist reach the root of the tooth and the bone.

Gingivectomy: Surgery for gum disease. Removes and reshapes loose, diseased gum tissue to get rid of pockets between the teeth and gums.
Gingivitis: Redness and swelling of the gums. Can be caused by improper brushing. This is the first sign of gum disease.

Impacted Tooth: A tooth that has grown under the gum and needs help to break through the gums.

Intraoral: The inside of the mouth.

Intravenous: A drug given to a patient through an IV.

Non-intravenous: A drug given to a patient using a method other than an IV.

Partial denture: Teeth made in a lab to fill in the spaces made by missing teeth. Keeps other teeth from moving.

Periapical: The area around the tip of a tooth root.

Periodontal: Periodontal diseases or gum diseases are serious infections that can lead to tooth loss if not treated. The word periodontal means “around the tooth.” Periodontal diseases affect the gums and bone supporting the teeth.

Plaque: A sticky, white film of bacteria that forms on teeth. It causes tooth decay, swelling of the gums, periodontal disease and bad breath.

Prefabricated: Made in a lab.

Posterior: Back teeth. Includes bicuspids and molars.

Prophylaxis/Cleaning: The process used to remove plaque, tartar and stains from teeth above the gum line. Includes professional brushing, scraping and polishing of the teeth.

Pulp: The blood vessels and nerves that are inside of a tooth.

Pulpotomy: Removal of the top portion of the pulp.

Root Canal: Removal of the pulp inside a tooth due to heavy decay and/or fracture.

Scaling and root planing: Deep cleaning below the gum line.

Sealant: Plastic coating that covers the grooves in healthy teeth. Protects teeth from decay.

Sedation: The dentist may give a patient a drug called a sedative to help them relax during dental visits. Sometimes used with a local anesthetic. Sedatives can be given before, during or after dental treatment by mouth, inhalation or injection. Deep sedation causes a loss of feeling and reduced consciousness to stop both pain and anxiety.

Space Maintainer: A space maintainer is put in the mouth to keep the teeth in place when a baby tooth is lost or removed.

X-rays/Radiographs: A picture of the teeth and gums that helps the dentist learn the condition of the teeth and decide what treatment is needed. Types of x-rays include bitewings and panoramic.
Dental Health Tips

1. Did you know that some snacks are good for your teeth? Fresh fruits and veggies like apples and carrots are healthy snacks!

2. A small, soft toothbrush used twice a day can keep your teeth healthy and stop tooth decay!

3. Dental floss finds the stuff that can’t be reached by a toothbrush. So floss the teeth you want to keep!

4. Toothpaste and fluoride help to clean your teeth and keep them strong and healthy.

5. Too many sweets are not good for your teeth. Watch out for starch and sugar!

6. Your teeth are important! Strong, healthy teeth help you chew the food you need to help you grow. Teeth also help you speak clearly and look your best.

7. A healthy smile should last a lifetime!

8. Your mouth is a busy place. Bacteria – tiny groups of living things are always on your teeth, gums, lips and tongue. So brush your teeth!

9. Teeth have different shapes for different jobs. When you eat, the upper teeth work together with the lower teeth of the same shape to bite, chew and tear food. Wow!

10. Don’t forget to brush your tongue. This helps keep your whole mouth clean and makes your breath smell good!

11. The dentist is a doctor who is specially trained to care for teeth. The dentist looks at your teeth and gums to check for any problems and cleans and polishes your teeth.

12. Kids have 20 baby (or primary) teeth and adults have 32 permanent teeth. So keep those teeth clean and strong!
Your Smile is Our Smile

MCNA has a great network of general and specialty dentists to help give you the beautiful smile you deserve.

Our online Provider Directory allows you to search for a dentist by name, gender, location, language, and more.

Visit our website at: www.MCNA.net.
If you have questions, please call Member Services at 1-855-699-6262 (Toll Free).
Para información a los miembros e instrucciones en Español, por favor llame al: 1-855-699-6262.