

Member Handbook

Program Effective: January 1, 2016

Revision Effective: January 1, 2020



MARYLAND

Healthy Smiles

DENTAL PROGRAM

Important Information

Customer Service 1-855-934-9812

TTY (for hearing impaired) 1-855-934-9816

Find a dentist on the web www.member.MDhealthysmiles.com

Find a ride to a dental appointment..... 1-855-934-9812

In an emergency Call your dentist’s office or 911

Llámenos si no habla ni lee Inglés

Call us if you do not speak or read English: **1-855-934-9812**.

Llámenos si usted no habla o lee Inglés: **1-855-934-9812**.

Interpreter services

When you call Customer Service, we will get an interpreter on the phone to help if English is not your first language. When you call, you can ask to get member materials read to you in another language.

If you are deaf or have trouble hearing, call our TTY (for hearing impaired) line: 1-855-934-9816. For free language services and more information about your rights, see the government notices on **page 23**.

Transportation services

If you need a ride to a dental appointment, transportation may be available to you. For help, call Customer Service at **1-855-934-9812** or see **page 26** for local transportation contacts. It is important that you get to all of your appointments. If you know you can’t make it to an appointment, call your dentist’s office or Customer Service right away.

Language Accessibility Statement

Interpreter Services Are Available for Free

ATTENTION: If you speak [language], language assistance services, free of charge, are available to you. Call 1-855-934-9812 (TTY: 1-855-934-9816).

Español/Spanish

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-855-934-9812 (TTY: 1-855-934-9816).

አማርኛ/Amharic

ማስታወሻ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያግዝዎት ተዘጋጅተዋል። ወደ ሚከተለው ቁጥር ይደውሉ **1-855-934-9812** (መስማት ለተሳናቸው: 1-855-934-9816)።

العربية /Arabic

برقم اتصل. بالمجان لك تتوافر اللغوية المساعدة خدمات فإن، اللغة اذكر تتحدث كنت إذا: ملحوظة **1-855-934-9812** مرق

1-855-934-9816 م كبل او مصل ل ف ت اه

Bàsɔ̀-wùdù-po-nyò /Bassa

Dè dɛ nià kɛ dyédé gbo: ɔ jù ké m` [Bàsɔ̀ ò -wùdù-po-nyò] jù ní, nií, à wuɖu kà kò dò po-poò bé in m` gbo kpáa. **1-855-934-9812** (TTY: 1-855-934-9816).

中文/Chinese

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電**1-855-934-9812** (TTY: 1-855-934-9816)。

ی س راف /Farsi

یارب ناگیار تروصب ینابز تالی هس ت ،دینک یم وگت فگ ی س راف نابز هب رگا: هجوت **1-855-934-9812** س امت دیری گب. امش رف یم دش اب. اب (TTY: 1-855-934-9816).

Français/French

ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le **1-855-934-9812** (ATS: 1-855-934-9816).

ગુજરાતી/Gujarati

સુચના: જો તમે ગુજરાતી બોલતા હો, તો નન:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો **1-855-934-9812** (TTY: 1-855-934-9816).

kreyòl ayisyen/Haitian Creole

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele **1-855-934-9812** (TTY: 1-855-934-9816).

Igbo

Nti: Ọ bụrụ na asụ Ibo, asụsụ aka ọasụ n'efu, defu, aka **1-855-934-9812** (TTY: 1-855-934-9816).

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Welcome to Maryland Healthy Smiles Dental Program!

The Maryland Healthy Smiles Dental Program is a Medicaid program that covers dental services you or your child needs to stay healthy. The program offers benefits for:

- Children who are newborn through age 20.
- Pregnant women who are age 21 or older.
- Adults in the REM program who are age 21 or older.
- Former foster care members who are ages 21 through 25. (Coverage in this plan ends on a member's 26th birthday.)

SKYGEN USA, Inc., manages the Maryland Healthy Smiles Dental Program, and we're here to help! To reach our Customer Service call **1-855-934-9812**. (TTY for hearing impaired: 1-855-934- 9816.)

We can help you:

- Find a dentist close to your home or work.
- Make appointments at the dentist office.
- Find transportation to the dentist office.
- Understand your dental benefits.
- Replace a lost Member ID card.
- Learn how to use our website.
- Get help with special needs or ask for materials in another language.
- File a complaint if you are not happy with a dentist or dental services.
- File an appeal if you disagree with our decision to deny a covered dental service.
- Answer any other questions you have about the Maryland Healthy Smiles Dental Program.

SKYGEN USA Contact Information

Customer Service1-855-934-9812

Business days, Monday through Friday
7:30 AM – 6:00 PM

TTY (for hearing impaired)1-855-934-9816

Websitewww.member.MDhealthysmiles.com

Mailing addressSKYGEN USA

Maryland Healthy Smiles Dental Program
PO Box 393
Milwaukee, WI 53201

What to do in a dental emergency

If an emergency is life threatening

If someone's life is at risk, call 911 or go to the emergency room immediately!

If you need emergency care

An emergency is a serious problem that needs immediate attention, such as very bad pain, a lot of bleeding, a bad infection, or serious harm to teeth, gums, or jaw. If you or your child has a serious injury, call 911, or call your Dental Home right away. The phone number is on your Member ID card.

If you need urgent care

Urgent care is when you or your child has a serious dental problem, such as pain, bleeding, or infection that is getting worse every day, but is not life threatening.

If you or your child has an urgent dental problem that is getting worse, but it is not an emergency, call your Dental Home. If you need help getting an urgent care appointment, call Customer Service at **1-855-934-9812**. Our office hours are business days, Monday through Friday, 7:30 AM - 6:00 PM.

Finding a dentist

To find a dentist who sees patients in the Maryland Healthy Smiles Dental Program, you can:

- Call your assigned dentist. The phone number is printed on your Member ID card.
- Visit our website: www.member.MDhealthysmiles.com.
- Call Customer Service: **1-855-934-9812**.
- Call TTY (for hearing impaired): 1-855-934-9816.

When you call Customer Service to find a dentist, we can give you the names, addresses, and telephone numbers of dentists who are close to your home. We can also get a dentist's office on the phone with you and make an appointment right away. If English is not your first language, we can get an interpreter on the phone to help. For free language services, see the Language Accessibility Statement on **page 24**. For more information about your rights, see the government notices on **page 23**.

What is a Dental Home?

When you or your child enrolls in the Maryland Healthy Smiles Dental Program, you can choose a Dental Home. You can go to your Dental Home to get regular checkups and most of your dental care. If you don't pick a Dental Home, we will pick one for you that is close to your home and offers the services you need. You can change your dental home at any time. To choose a different Dental Home, call Customer Service at **1-855-934-9812** or visit our website any time at www.member.MDhealthysmiles.com and follow these steps:

- Log in if you are a returning user with your user name and password. Then select the option to change your Dental Home.
- If you are a new user (never registered on the website), click "[Register Now](#)" and follow instructions.
 - To register as a new user, you will need the following information: group number, subscriber ID, and a valid email address.
 - Instructions on how to register as a new user are also located on our website.

To make an appointment to see a dentist, call your Dental Home. Your Dental Home phone number and address are printed on your Member ID card. The dental professionals at your Dental Home work together to help you get the care you need to stay healthy.

For example, your Dental Home can:

- Help you set up regular dental visits.
- Set up a dental health plan—just for you or your child.
- Refer you or your child to a specialist for needed care.
- Help you learn how to care for your teeth and your child's dental health.
- Give you tips and information about healthy foods.

Why is a Dental Home important?

By going to the same Dental Home regularly, your dentist will get to know you and your health needs. If you need specialty care, your dentist will refer you to a specialist. When you visit the same Dental Home regularly, you will get to know your dentist and the people who work at the dental office. You'll know who to call for appointments, how to get answers to your dental questions, and who to call in an emergency.

Get started!

Getting to know your Dental Home is easy—just call the number on your Maryland Healthy Smiles Dental Program Member ID card and make an appointment. Tell the dentist's office that you are a member of the Maryland Healthy Smiles Dental Program.

For a healthy life, most people should have regular checkups every six months. Children should start visiting the dentist beginning when the first tooth erupts or by their first birthday. Your dentist can help you set up regular dental visits. If you have questions, call Customer Service at **1-855-934-9812**.

How do I choose a different Dental Home?

You can choose any Dental Home that is seeing new patients and is part of the Maryland Healthy Smiles Dental Program network. To choose a different Dental Home, call Customer Service at **1-855-934-9812** or visit our website anytime at www.member.MDhealthysmiles.com.

Which Dental Home can I choose?

If you do not wish to be seen by the Dental Home on your Member ID card, you can choose any Dental Home that:

- Is accepting new patients in the Maryland Healthy Smiles Dental Program.
- Offers the dental services you or your child needs.

How soon can we see a new dentist?

You can make an appointment with a dentist at your new Dental Home right away.

Why might I be moved to a different Dental Home?

You or your child may be moved from one Dental Home and assigned to a different one if:

- You don't visit the dentist for regular checkups.
- You miss too many appointments or arrive late for appointments.
- You or your children don't follow the dentist's advice.
- You or your children are loud or disruptive at the dental office.

**Please note – A dentist is required to give you 30 days' notice if they will not see you anymore.*

What if I see a dentist who is not my Dental Home?

You can see any dentist who is a member of the Maryland Healthy Smiles Dental Program network, even if that dentist is not in your Dental Home. When you make an appointment, let the dentist know you are a Maryland Healthy Smiles Dental Program member. When you arrive for your visit, show the dental office your Member ID card. If you see a dentist who is a member of the Maryland Healthy Smiles Dental Program network, you don't have to pay for dental services that are covered by the program.

What if the dentist is not part of the Maryland Healthy Smiles Dental Program network?

If you see a dentist who is not part of the Maryland Healthy Smiles Dental Program network, ***you may have to pay for all of the services.***

Making and keeping dental appointments

Making a dental appointment

To make a dental appointment, you can:

- Call your Dental Home. The phone number is printed on your Member ID card.
- Call Customer Service: **1-855-934-9812**.
- Call TTY (for hearing impaired): 1-855-934-9816.

Calling your Dental Home to make an appointment

When you call your Dental Home to make an appointment, tell the receptionist you are a member of the Maryland Healthy Smiles Dental Program. Pick a date and time for the appointment, and write it down on a calendar right away.

Calling Customer Service to make an appointment

When you call Customer Service to make a dental appointment, we can give you the names, addresses, and telephone numbers of dentists who are close to your home or work. We can also get a dentist's office on the phone with you and make an appointment right away.

If English is not your first language, we will get an interpreter on the phone to help you set up an appointment.

Keeping a dental appointment

Keeping your appointments for dental care is very important for you and for your dentist's office. To stay healthy, your children should see a dentist every six months. If you are pregnant, you should visit a dentist to keep yourself—and your new baby—healthy. Please see **page 15** for more information about caring for your child's teeth.

Missed appointments are very expensive for your dentist's office. If you don't schedule regular appointments with your Dental Home, or if you miss too many appointments, your dentist may ask that you move to a different Dental Home. **When you make an appointment, write it down on a calendar right away.**

When you visit the dentist

Each time you visit the dentist:

- Be on time for your appointment.
- Show the dentist your Maryland Healthy Smiles Dental Program Member ID card.
- Tell the dentist if you have other insurance coverage.
- Tell the dentist if you have been to another dentist recently.
- Tell the dentist if you have had care in an emergency room within 24 hours.
- Answer all questions about your health that will help your dentist take care of you or your child.
- Talk about recommended treatment.
- Follow your dentist's advice for dental care.

How do I cancel an appointment?

If you can't keep an appointment, call the dentist's office right away. The Dental Home phone number is printed on your Member ID card.

If you miss too many appointments, your Dental Home or dental specialist will let us know. We will try to get in touch with you by telephone or by mail to remind you to set up another appointment.

Getting a ride to an appointment

If you need a ride to a dental appointment, transportation may be available to you. For help with transportation, you can:

- Call the Transportation Coordinator at your local health department. You can find a list of phone numbers on our website: www.member.MDhealthysmiles.com.
- Call Customer Service: **1-855-934-9812**.
- Call TTY (for hearing impaired): 1-855-934-9816.

Getting help for special needs

If you or your child has special needs, call Customer Service at **1-855-934-9812**. We can help you find a dental office that offers the services you need.

Your Maryland Healthy Smiles Dental Program Benefits

The Maryland Healthy Smiles Dental Program covers dental services you or your child needs to stay healthy. The program offers benefits for:

- Children who are newborn through age 20.
- Pregnant women who are age 21 or older.
- Adults in the REM program who are age 21 or older.
- Former foster care members who are ages 21 through 25. (Coverage in this plan ends on a member's 26th birthday.)

Do I have to pay for dental services?

When you or your child is enrolled in the Maryland Healthy Smiles Dental Program and eligible for services, you may or may not owe any payment.

- If you see a dentist who is a member of the Maryland Healthy Smiles Dental Program network, ***you don't have to pay for dental services that are covered by the program.***
- If you see a dentist who is not part of the Maryland Healthy Smiles Dental Program network, ***you may have to pay for all of the services.***

Benefits for children, REM children, and former foster care members

The Maryland Healthy Smiles Dental Program covers most dental services for children. You may need to bring your child to more than one dental appointment, because:

- Your dentist may need to get approval in advance for some services.
- Your dentist may refer your child to a specialist for needed services.

Some of the covered dental services for children include:

- Regular checkups, teeth cleanings.
- Fluoride treatments to help prevent cavities.
- Tooth sealants to help prevent cavities.
- X-rays to check for unhealthy teeth.
- Fillings to treat cavities.
- Root canals to treat unhealthy teeth.
- Crowns to cover damaged teeth.
- Extractions to pull out unhealthy teeth.
- Anesthesia to stop pain during treatment.
- Space maintainers to fix crooked or crowded teeth.
- Orthodontia to fix problems with teeth, mouth, or jaw.

Children may also receive fluoride treatments from primary care physicians and pediatricians who participate in Maryland's Mouths Matter fluoride varnish program. (See **What is fluoride varnish?** on **page 16.**)

Benefits for pregnant women and adults in the REM program

The Maryland Healthy Smiles Dental Program covers general dental services for pregnant women and adults in the REM program who are 21 or older. If you need special services, your dentist will refer you to a specialist for needed care.

Some of the covered dental services for adults include:

- Regular checkups, teeth cleanings.
- Fluoride treatments to help prevent cavities.
- X-rays to check for unhealthy teeth.
- Fillings to treat cavities.
- Root canals to treat unhealthy teeth.
- Crowns to cover damaged teeth.
- Extractions to pull out unhealthy teeth.
- Anesthesia to stop pain during treatment.
- Denture adjustments.

If you are pregnant

Good dental health is very important for pregnant women and their unborn children. The health of a mother's gums can affect her unborn baby's health. If you are pregnant, call your Dental Home to schedule an appointment, or call Customer Service at **1-855-934-9812** for help finding a dentist.

After you have your baby

If you are pregnant, you can get dental services until the day you have your baby. Regular dental care is very important for both you and your child. Call your Dental Home and set up a first dental appointment when your new baby's first tooth erupts or by their first birthday. Then follow your dentist's advice for setting up regular dental exams for your child.

Caring for your child

You can start caring for your child's teeth and gums as soon as your baby is born. Starting good dental habits right away will help your child grow up with a healthy smile. Some easy things you can do to help keep your child healthy include:

- Set up a first dental appointment when your new baby's first tooth erupts or by their first birthday.
- Follow your dentist's advice for caring for your child's teeth and gums.
- Take your child to the dentist for regular checkups every six months.
- Never let your child fall asleep with a bottle of milk, formula, juice, or any drink other than drinking water.
- Brush your child's teeth twice a day and floss once a day. Your Dental Home can help you learn how to brush and floss your child's teeth.
- Feed your child healthy foods. Your Dental Home can help you learn about a healthy diet.
- Sweets, juices, and sodas can harm your child's teeth. Make these foods "special treats" in your home, and don't let your child have them very often.

What is fluoride varnish?

Fluoride varnish is a protective coating that is painted on the teeth with a brush. It strengthens teeth and prevents tooth decay. Fluoride varnish is safe and can be used on babies from the time they have their first teeth. A child's teeth may appear slightly discolored after the fluoride varnish application, which will disappear when the teeth are brushed the next day.

Depending on a child's risk for tooth decay, the fluoride varnish will work best if it is painted on teeth two to four times a year. It is important to have your child's mouth checked routinely beginning when the first tooth erupts or by their first birthday. If tooth decay is undetected and remains untreated, it can cause pain and infections that may lead to poor general health and problems with eating, speaking, playing and learning. Please ask your primary care physician or pediatrician about the fluoride varnish program, and whether they are enrolled and able to provide that service. Your child can also receive fluoride varnish treatments from their dentist.

Why should baby teeth be fixed?

While baby teeth fall out as a child grows, they provide an important foundation for the permanent teeth that follow. If a child has teeth that are not spaced well, have a lot of decay, or are crowded together, early treatment can help avoid more complicated treatment (like braces or surgery) later.

As teeth develop, they affect how a child eats, chews, swallows, and learns how to speak. Your dentist will treat problems early, as your child grows.

Tooth decay hurts!

Protect your child from the pain of cavities and decay in their teeth. Falling asleep with a bottle is the biggest reason young children have painful tooth decay or even lose their teeth too soon. To keep your baby safe, never put your baby to sleep with a bottle of milk, juice, formula, or any drink other than drinking water. Try to never give your baby a bottle at bedtime. Instead, put your baby to sleep with a bedtime story or a quiet song.

When should my child visit the dentist?

Set up a well-baby visit with your dentist when your child is between six months and a year old. Follow your dentist's advice for setting up regular checkups for your child. Most often, dentists recommend a checkup every six months. Ask your dentist how to correctly brush and floss your child's teeth. At home, brush your child's teeth twice a day, and floss once a day.

What happens at the first visit?

The dentist or dental hygienist will examine your child's mouth, teeth, gums, tongue, and lips. The dental hygienist may clean, brush, and floss your child's teeth. The dentist may take some x-rays to see if there is tooth decay or cavities. X-rays can also help the dentist see if permanent teeth are developing as they should.

Services not covered

The Maryland Healthy Smiles Dental Program covers dental services that are necessary to keep you or your child healthy. The program does not cover experimental procedures, cosmetic procedures, or other services that are not medically necessary. To find out if a service is covered under the program, call your Dental Home, or call Customer Service at **1-855-934-9812**.

If SKYGEN USA will not pay for a service you think is necessary, you can appeal the decision in writing.

Your Dental Home can only bill you for services not covered under the Maryland Healthy Smiles Dental Program if you agree with having the service completed and sign a Non-Covered Service Agreement form. This form must be written in your native language and should be easily understood. It must include the dental codes and costs for any services that you will have to pay. The form also states that the Maryland Healthy Smiles Dental Program and SKYGEN USA will not pay for these services.

What is the REM program?

REM is the short name for the Rare and Expensive Case Management Program. This is a program provided by the State of Maryland for people who have very expensive and very unusual medical problems. To be a member of the REM program, you or your child must have one of the problems listed on the REM diagnosis list. For information about the REM program, call 1-800-565-8190.

How to use your Member ID card

Bring your Maryland Healthy Smiles Dental Program Member ID card with you when you visit the dentist. Your Member ID card has important information printed on it that your dentist needs. The card also has your Dental Home phone number printed on it.

What if I lose my Member ID card?

If your Member ID card is lost or stolen, you can log on to our website and order a new card: www.member.MDhealthysmiles.com. Or you can call Customer Service at **1-855-934-9812**. We will mail a new card to you.

Can I share my Member ID card?

No! Keep your card in a safe place, and never let anyone else use it. *Letting someone else use your Member ID card to get dental services is against the law.*

Your rights and responsibilities

Your rights

As a member of the Maryland Healthy Smiles Dental Program, you have the right to:

- Always be treated with respect and privacy.
- Always be treated fairly.
- Receive information about SKYGEN USA, the Maryland Healthy Smiles Dental Program, and your dentist.
- Choose any dentist who is in the Maryland Healthy Smiles Dental Program network.
- Refuse care from any dentist.
- Get information about covered services available to you or your child through the Maryland Healthy Smiles Dental Program.
- Make your own decisions about your dental care.
- Complain about SKYGEN USA or a dentist and ask for the issue to be solved.
- Disagree with a decision SKYGEN USA has made to deny a service, and ask that the decision be reviewed.
- Be notified 30 days in advance if your dentist will no longer be able to provide you with care.

Your responsibilities

To help make the Maryland Healthy Smiles Dental Program successful, you need to:

- Make and keep regular appointments with your Dental Home.
- Call and cancel as soon as possible if you can't keep an appointment.
- Follow your dentist's advice for dental care.
- Take care of your teeth and your child's teeth.
- Never allow anyone else to use your Member ID card for dental services.
- Call Customer Service at **1-855-934-9812** if your Member ID card is lost or stolen.
- Tell your dentist if you have other insurance coverage.
- Answer questions about health that will help your dentist take care of you or your child.
- Call Customer Service at **1-855-934-9812** if you move to a different address or get a different telephone number.

What if I have a problem with a dentist or my benefits?

As a member of the Maryland Healthy Smiles Dental Program, you have the right to complain about the service you received or the way you were treated by SKYGEN USA, a dentist, or someone at the dentist's office. You also have the right to disagree with a decision SKYGEN USA has made to deny a service, and ask that the decision be reviewed.

Complaints about a dentist or dental care

A complaint is when you call or send us a letter to tell us you are not happy with your care in the Maryland Healthy Smiles Dental Program. ***If you tell us about a problem, we can help get it fixed.*** Please let us know if:

- You can't find a dentist close to your home.
- You can't get an appointment in a reasonable amount of time.
- You are not treated fairly by someone in your dentist's office.
- You are worried about the quality of care you or your child is getting from a dentist.
- You have any other concerns or complaints about your dentist, your dental care, or the Maryland Healthy Smiles Dental Program.

Making a complaint

If you have a complaint, you can either call us at customer service at **1-855-934-9812** or call TTY (for hearing impaired) at 1-855-934-9816 or write us:

Maryland Healthy Smiles: Complaints and Appeals
PO Box 393
Milwaukee, WI 53201

When we receive your complaint, we will look into the denial, and we'll get back to you with an answer. For urgent dental problems, we will give you an answer by the end of the next business day. For dental problems that are not urgent, we will give you an answer within five days. For all other problems, we will give you an answer within 30 days.

Appealing a denied service

If you disagree about a decision we have made to deny a covered service, you can file an appeal and ask us to review our decision. If you believe your health, or your child's health, is in danger because of a denied service, you can ask for an urgent appeal.

To file an appeal, write to us within 30 days after we send you a denial notice. You can file the appeal yourself, or you can name someone else to act for you, such as a relative, friend, attorney, or your dentist. Others may already be authorized under State law to act for you.

If you want to name someone to help you with an appeal, you and the authorized person must sign, date, and send us a written statement naming that person.

What to include in an appeal

When you write to us to file an appeal, include in your letter:

- Your name, address, and Member ID number.
- The reason you disagree with the decision.
- Medical records and letters from your doctor or dentist, or other medical information that explains why we should provide the service. Call your doctor or dentist for help sending us medical information.

Filing an appeal

Send a letter to:

Maryland Healthy Smiles: Complaints and Appeals
PO Box 393
Milwaukee, WI 53201

What happens next

When we receive your appeal, we will look into the denial, and we'll get back to you with an answer. For urgent dental problems, we will send you a written answer within three business days. For dental problems that are not urgent, we will send you a written answer within thirty (30) days.

If you don't agree with our decision

If we deny your appeal, you can send us a written request for a Fair Hearing through the State of Maryland. To ask for a Fair Hearing, write to us within ninety (90) days after we deny your appeal. When we receive your letter for a Fair Hearing, we will send it to the State of Maryland for their review. Send a letter to:

Maryland Healthy Smiles: Complaints and Appeals
PO Box 393
Milwaukee, WI 53201

Complaints about SKYGEN USA

Filing a complaint about SKYGEN USA

If you have a complaint about our service, you can either call Customer Service at **1-855-934-9812** or call TTY (for hearing impaired) at 1-855-934-9816 or write us:

Maryland Healthy Smiles: Complaints and Appeals
PO Box 393
Milwaukee, WI 53201

What happens next

When we receive your complaint, we will look into the problem, and we'll get back to you with an answer within thirty (30) days. If you are still unhappy with our service, call the **State Enrollee Help Line: 1-800-284-4510**.

Fraud and abuse alert!

Anyone who knowingly makes a false statement to receive benefits, or to increase their benefits or payments received, can be charged with fraud—***and may face criminal penalties.***

Maryland Healthy Smiles Dental Program members who commit fraud may lose their own or their child’s coverage under the program. Dental providers who commit fraud or abuse will be removed from the Maryland Healthy Smiles Dental Program network and may lose their dental licenses.

If you are worried your dentist may be performing harmful, abusive, or unnecessary services, or if you have questions about fraud or abuse, call our fraud and abuse hotline: **1-877-378-5292.**

Examples of Medicaid fraud or abuse

Examples of Medicaid fraud or abuse that a dental practice might commit include:

- Asking a family to pay for services that are already covered by the Maryland Healthy Smiles Dental Program.
- Performing services that aren’t needed, like pulling healthy teeth.
- Billing for services they didn’t provide.
- Billing for the same service more than once.

Examples of Medicaid fraud that might be committed by a Maryland Healthy Smiles Dental Program member or family member include:

- Letting someone who is not enrolled in the Maryland Healthy Smiles Dental Program use your Member ID card to get dental services.
- Selling drugs that have been prescribed for a Maryland Healthy Smiles Dental Program member.
- Using Maryland Healthy Smiles Dental Program benefits in Maryland while living in another state.

Reporting Medicaid fraud or abuse

If you suspect Medicaid fraud, or to report abusive dental practices, call the Fraud and Abuse Hotline at **1-877-378-5292** or write us:

Maryland Healthy Smiles Dental Program
Attn: Fraud and Abuse
10201 N Port Washington Rd
Mequon, WI 53092

How we keep your health information private

SKYGEN USA is responsible for protecting your personal health care information. We will not give out private information without your written permission, unless there is a legal reason, such as a court order or signs of child abuse. We do not sell information with your name on it to any other company.

We use secure computer systems with passwords to protect your health information. We use data to find new ways to improve service to our members, but we use the data in a way that protects your personal information.

We protect the privacy of your health information in many ways, including:

- All of our employees are trained to follow strict company policies to keep a member's personal health information private.
- All of the dentists and dental offices who provide services for the Maryland Healthy Smiles Dental Program sign a contract to keep all member personal health information private.
- When you call Customer Service, you will be asked to identify yourself. Our Customer Service staff will not give out health information over the phone to anyone but you.

What's on our website

It's easy to use our website. Just visit www.member.MDhealthysmiles.com.

From our website, you can:

- Find a dentist near your home or work.
- Find a phone number for help getting transportation to dental appointments.
- Get a copy of the Member Handbook.
- Learn more about a Dental Home.
- Change your Dental Home.
- Ask for a new Member ID card.
- Learn more about dental health for you and your children.

What's the big deal about dental health?

Research has proven there's a strong link between healthy teeth and gums and a healthy body. Research has also shown that early dental care is very important to keep babies and young children healthy as they grow. Remember: **Healthy Smiles — Healthy Body.**

U.S. Government notices

For free language services, see the government notices on **page 23**. For more information about your rights, see the government notices on the next page.

Notice to the Public

Non-Discrimination Statement and Accessibility Requirements

SKYGEN USA, Inc. complies with applicable Federal civil rights laws and does not discriminate, exclude people, or treat them differently on the basis of race, color, national origin, age, disability, or sex.

SKYGEN USA, Inc. upon request:

- Provides free aids and services to people with disabilities to communicate effectively with Department staff, such as:
 - Qualified sign language interpreters.
 - Written information in other formats (large print, audio, accessible electronic formats, other formats).
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters.
 - Information written in other languages.

If you need these services, please contact SKYGEN USA, Inc. directly.

If you believe that SKYGEN USA, Inc. has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with: Steven Berryman, Chief Legal Officer, SKYGEN USA, W140 N8981 Lilly Rd., Menomonee Falls, WI 53051, SKYGEN USA Compliance and Ethics: 1-844-809-9449, civilrightscordinator@skygenusa.com.

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Steven Berryman is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue SW, Room 509F, HHH Building, Washington, DC 20201, 1-800-868-1019, 1-800-537-7697 (TDD).

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

Aviso al público

Declaración de no discriminación y requisitos de accesibilidad

SKYGEN USA, Inc. cumple con las leyes federales de derechos civiles aplicables y no discrimina por motivos de raza, color, nacionalidad, edad, discapacidad o sexo. SKYGEN USA, Inc. no excluye a las personas ni las trata de forma diferente debido a su origen étnico, color, nacionalidad, edad, discapacidad o sexo.

SKYGEN USA, Inc.:

- Proporciona asistencia y servicios gratuitos a las personas con discapacidades para que se comuniquen de manera eficaz con nosotros, como los siguientes:
 - Intérpretes de lenguaje de señas capacitados.
 - Información escrita en otros formatos (letra grande, audio, formatos electrónicos accesibles, otros formatos).
- Proporciona servicios lingüísticos gratuitos a personas cuya lengua materna no es el inglés, como los siguientes:
 - Intérpretes capacitados.
 - Información escrita en otros idiomas.

Si necesita recibir estos servicios, comuníquese con SKYGEN USA, Inc.

Si considera que SKYGEN USA, Inc. no le proporcionó estos servicios o lo discriminó de otra manera por motivos de origen étnico, color, nacionalidad, edad, discapacidad o sexo, puede presentar un reclamo a la siguiente persona: Steven Berryman, Director de Asuntos Legales, SKYGEN USA, W140 N8981 Lilly Rd., Menomonee Falls, WI 53051, SKYGEN USA Cumplimiento y ética: 1-844-809-9449, civilrightscoordinator@skygenusa.com.

Puede presentar el reclamo en persona o por correo postal, fax o correo electrónico. Si necesita ayuda para hacerlo, Steven Berryman está a su disposición para brindársela.

También puede presentar un reclamo de derechos civiles ante la Office for Civil Rights (Oficina de Derechos Civiles) del Department of Health and Human Services (Departamento de Salud y Servicios Humanos) de EE. UU. de manera electrónica a través de Office for Civil Rights Complaint Portal, disponible en <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, o bien, por correo postal a la siguiente dirección o por teléfono a los números que figuran a continuación: U.S. Department of Health and Human Services, 200 Independence Avenue, SW, Room 509F, HHH Building, Washington, DC 20201, 1-800-368-1019, 1-800-537-7697 (TDD).

Puede obtener los formularios de reclamo en el sitio web <http://www.hhs.gov/ocr/office/file/index.html>.

Local Transportation Contacts

To set up a ride to a dental appointment, call the local health department or transit company in your county. Transportation services provide transportation to Medicaid Covered Services.

County	Number to call (LHD unless otherwise noted)	Call Hours	After Hours Transports (Please call after close of business)
Allegany	301-759-5123	8:00 a.m.–5:00 p.m.	County Medical Transport 301-582-6131
Anne Arundel	410-222-7152	8:00 a.m.–2:30 p.m.	AAA Transport 301-952-1193
Baltimore City	Enrollment & Scheduling 410-396-7633 Problem Resolution 410-396-7635 Facilities & Professional Offices 410-396-7634	7:30 a.m.-10:45 p.m. (M-F) 6:00 a.m.-8:45p.m. (Sat)	Hart to Heart 443-573-2073
Baltimore County	TransDev (Formerly Veolia) 410-783-2465 or 410-887-2828	8:00 a.m.-5:00 p.m. 8:30 a.m.-3:45 p.m.	Hart to Heart 443-573-2037
Calvert	410-414-2489	8:00 a.m.–4:30 p.m.	AAA Transport 800-577-1050
Caroline	410-479-8014	8:00 a.m.–4:30 p.m.	Best Care Ambulance 410-476-3688
Carroll	410-876-4813	8:00 a.m.–4:00 p.m.	Butler Medical Transport 410-602-4007 or 888-602-4007
Cecil	410-996-5171	7:30 a.m.-4:00 p.m.	Ambulance 410-920-4167
Charles	301-609 6923 or 301-609-6933	8:00 a.m.–4:30 p.m.	AAA 301-952-1193 or 800-577-1050
Dorchester	410-901-2426	8:00 a.m.-12:00 p.m. & 1:00 p.m.-3:00p.m.	Best Care Ambulance 410-476-3688
Frederick	301-600-3124	8:00 a.m.–4:30 p.m.	Transit 301-600-2065 Para med 800-572-0005 Butler Medical Transport 888-602- 4007
Garrett	Enrollment & Scheduling 301-334-7726 Issues & Concerns 301-334-7727	8:30 a.m.-5:00 p.m.	County Medical Transport 301-582-6131
Harford	410-638-1671	8:30 a.m.-3:30 p.m.	Hart to Heart 443-573-2037 Pre-Scheduled Trips AAA 301-952-1193
Howard	877-312-6571	8:30 a.m.-4:00 p.m.	Hart to Heart 443-573-2037
Kent	410-778-7025	8:00 a.m.–4:30 p.m.	Best Care Ambulance 410-758-1999

Montgomery	Montgomery Co Dept. of Transportation 240-777-5899	8:30 a.m.-12:00 p.m.	Freestate Transportation 410-609-2156 Butler Medical 888-602-4007
Prince George's	301-856-9555	8:00 a.m.-4:30 p.m.	Pro Care Ambulance 410-823-0030 or 410-661-1800 Falcon (Wheelchair Van) 240-595-0960
Queen Anne's	443-262-4462 or 410-758-0720 Ext. 4462	8:30 a.m.-11:30 p.m. 1:00 p.m. – 3:00 p.m.	Best Care Ambulance 410-476-3688 or 410-758-1999
St. Mary's	301-475-4296	8:00 a.m.-5:00 p.m.	AAA 800-577-1050
Somerset	443-523-1722	8:00 a.m.-4:30 p.m.	East Coast Ambulance 410-663-2012
Talbot	410-819-5609	8:00 a.m.-3:30 p.m.	Best Care Ambulance 410-476-5907
Washington	240-313-3264	8:00 a.m.-4:15 p.m.	AAA 800-577-1050
Wicomico	410-548-5142 Option # 1	8:00 a.m.-4:30 p.m.	East Coast Ambulance 410-663-2012
Worcester	410-632-0092 or 410-632-0093	8:00 a.m.-4:00 p.m.	Best Care Ambulance 410-476-5907 Lifestar 410-546-0809

Keeping track of checkups

When you make a dental appointment, use this handy form to write down the time and date. If you can't keep an appointment, call the dentist office to cancel as soon as you can.

Appointment for: _____

Checkup date: _____ Time: _____

Dentist name: _____ Phone number: _____

Appointment for: _____

Checkup date: _____ Time: _____

Dentist name: _____ Phone number: _____

Appointment for: _____

Checkup date: _____ Time: _____

Dentist name: _____ Phone number: _____

Appointment for: _____

Checkup date: _____ Time: _____

Dentist name: _____ Phone number: _____

Appointment for: _____

Checkup date: _____ Time: _____

Dentist name: _____ Phone number: _____

Appointment for: _____

Checkup date: _____ Time: _____

Dentist name: _____ Phone number: _____



MARYLAND

Healthy Smiles

DENTAL PROGRAM

SKYGEN USA, Inc. Member Handbook

Program Effective: January 1, 2016 | Revision Effective: January 1, 2020

Customer Service Center: 1-855-934-9812 | TTY (for hearing impaired): 1-855-934-9816