

## **IMPORTANT INFORMATION ABOUT YOUR MEDICAL ASSISTANCE BENEFITS**

**The Department of Public Welfare is making changes to your  
Medical Assistance dental benefits.**

**Please read this notice carefully. These changes start September 30, 2011.**

### **Do these changes apply to me?**

These changes **do not apply** to you if you get your dental services in a managed care plan. Your managed care plan will send you a notice if your dental benefits change.

These changes also **do not apply** to you if:

- You are under 21 years of age; or
- You live in a nursing home or an intermediate care facility.

### **What are the changes?**

- You can get one dental exam and one cleaning every six months.
- In your lifetime you can get:
  - One partial upper denture or one full upper denture; **and**
  - One partial lower denture or one full lower denture.
    - o If the department paid for a partial or full upper denture since March 1, 2004, you can get another partial or full upper denture only if you get special approval, called a benefit limit exception.
    - o If the department paid for a partial or full lower denture since March 1, 2004, you can get another partial or full lower denture only if you get special approval, called a benefit limit exception.
- You can get the following services only if you get special approval, called a benefit limit exception:
  - o Crowns and related services;
  - o Root canals and other endodontic services; and
  - o Periodontal services.

### **What if I need dental services that require a benefit limit exception?**

The department can grant a benefit limit exception if:

- You have a serious chronic illness or health condition and without the additional service, your life would be in danger; or
- You have a serious chronic illness or health condition and without the additional service, your health would get much worse; or
- You would need more expensive services if the exception is not granted; or
- It would be against federal law for the department to deny the exception.

**IF YOU HAVE ANY QUESTIONS ABOUT THE DENTAL BENEFIT CHANGES,  
PLEASE CALL THE MEDICAL ASSISTANCE RECIPIENT SERVICE CENTER at 1-800-657-7925  
(For translation, call 1-866-872-8969) (For TDD/TYY, call PA Relay 711).**

See the reverse side of this page for information about how to get an exception and your right to appeal and have a fair hearing.

## **How do I get a benefit limit exception?**

Your dentist must ask for the exception. This can happen before the services start or after they are finished. Your dentist can ask for an exception up to 60 days after your dental services are finished. Your dentist must send a written request by mail to:

Office of Medical Assistance Programs  
Fee-for-Service Program  
Dental Benefit Exception Review  
P.O. Box 8187  
Harrisburg, PA 17105

Your dentist must send:

- Your name, address and Access Card number
- The dental service that is needed
- The reason the exception is needed
- The dentist's name and phone number

If your dentist asks for a benefit limit exception before the dental service begins, you and the dentist will get an answer within 21 days. If your dentist asks after the dental service is finished, you and your dentist will get an answer within 30 days.

## **What if my benefit limit exception request is denied?**

Once the changes go into effect, if a request for a benefit limit exception is denied, you and your dentist will get a written notice of the decision. You can appeal that denial. The written notice will explain how and when to appeal and where to send the appeal.

## **What are my rights to appeal?**

Because these changes are caused by changes in state law, you cannot appeal the changes. If you think these changes do not apply to you or if you think we do not have the right facts about you, such as your age or where you live, and the changes should not apply to you, you may file an appeal and ask for a hearing by October 30, 2011. See the instructions on the next page for how to file an appeal.

**If you want to talk to a lawyer about these changes, call:**

### **In Southwest Pennsylvania**

- **Laurel Legal Services** at (800) 253-9558
- **Southwestern PA Legal Services** at (888) 855-3873
- **Neighborhood Legal Services** at (866) 761-6572

### **In Southeast Pennsylvania**

- **Philadelphia Legal Assistance** at (215) 981-3800
- **Community Legal Services of Philadelphia** at (215) 227-2400
- **Legal Aid of Southeastern PA** at (877) 429-5994

### **In Central Pennsylvania**

- **MidPenn Legal Services** at (800) 326-9177

### **In Northeast Pennsylvania**

- **North Penn Legal Services** at (877) 953-4250

### **In Northwestern Pennsylvania**

- **Northwestern Legal Services** at (800) 665-6957

### **Statewide**

- **Pennsylvania Health Law Project** at (800) 274-3258
- **Pennsylvania Legal Aid Network** at (800) 322-7572