

SD Medical Assistance Dental FAQs

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

- There is a shortage of dentists in South Dakota so it may be challenging for anyone to find a dentist who is taking new patients. Although most dentists in South Dakota participate in Medicaid, and more are being recruited, many dentists have full caseloads and are unable to accept any more patients, whether Medicaid or private pay.

May I continue to see my current dentist?

- If your current dentist accepts South Dakota Medicaid and you can continue to go there, then you should continue to see your current dentist. It is much easier than trying to get into a new practice. Because of the shortage of dentists, it is sometimes several months before a dentist can see a new patient or family. This is true with all dentists, not just those who accept Medicaid.

I don't know where to go to find a dentist who will accept me as a Medicaid recipient. Can anyone help me?

- If you are located in an area with a **Community Health Center**, try contacting them first.
- Lists of dentists can also be found in the Yellow Pages of your local phone book or on the Internet.
- If you need help finding a dentist who accepts Medicaid members, contact the **Delta Dental Information and Referral Center at 1-800-627-3961**.
- The first question the Delta Dental Information and Referral Center will ask is, "Which dental offices have you contacted to try to make an appointment?" It will be helpful if you write down the names of dentists you have contacted before contacting the Delta Dental Information and Referral Center.
- If you are looking for services for a child age 0 to 21, you may want to check the schedules for the **South Dakota Ronald McDonald® Care Mobile** and the **Dakota Smiles Smile Mobile**. Links to their schedules can be found at <http://www.deltadentalsd.com/webpage/caremobile.jsp?DView=CareMobile>. You may also e-mail carrie.mikkonen@deltadentalsd.com or call Carrie Mikkonen or Connie Halverson at **605-224-7345** to ask when either of the mobiles may be in your area.

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

- Because it may be hard to find another dentist who accepts Medicaid, here are some tips for keeping your dentist:
 - **Be on time and show up for every scheduled appointment;**
 - If you cannot make the appointment, contact the dentist and cancel your appointment as soon as possible prior to the appointment so someone else may be scheduled for treatment; and
 - Follow the dentist's treatment plan.