

# Attention Self-Advocates & Family Members



## Have you had difficulty finding a dentist who:

- Accepts patients with disabilities?
- Has an office that is fully accessible?
- Is prepared to treat people with disabilities?
- Will accept Medical Assistance?

If the answer to any of these questions is yes **YOU ARE NOT ALONE.** People with disabilities in Pennsylvania –and all across the US–often face challenges getting proper dental care. However, medical research shows that poor oral health is linked to a higher risk of heart disease, strokes and other serious conditions.

**Healthy teeth and gums are not a luxury–they are fundamental to overall good health.**

Even when there is no discomfort, untreated dental problems do not ‘heal themselves.’ They get worse.

Chronic oral infections can become so serious they require emergency room visits, hospitalizations or in rare cases, become fatal.

**Many people with disabilities can safely receive dental care at their local dentist.**

Behavior management techniques, a sensitization plan or pre-sedation can often enable a community dentist to serve people with disabilities.

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## How to Find a Dentist

Medicaid-funded managed care organizations (Medical Assistance-MA) in Pennsylvania are **required** to help make dental care available to people with disabilities.

### To find a dentist with your Insurance

1. Turn over the insurance card.
2. Locate the "member services" phone number or "concierge" for your plan.
3. When you get them on the phone ask for "the Special Needs unit."

### Medical Assistance MCO's Pennsylvania Special Needs Units Phone Numbers:

#### AmeriChoice of Pennsylvania

215.832.4571; TTY 800.654.5984

#### AmeriHealth Mercy Health Plan

888.991.7200; TTY 888.987.5704

#### Gateway Health Plan

800.392.1146; TTY 800.654.5988

#### Health Partners of Philadelphia, Inc.

215.991.4370; TTY 215.849.1579

#### Keystone Mercy Health Plan

800.521.6860; TTY 800.684.5505

#### Unison Health Plan/MedPLUS

877.844.8844; TTY 800.473.0989

#### UPMC Health Plan, Inc./UPMC For You

800.286.4242; TTY 800.361.2629

### If you use "Fee For Service":

Medical Assistance Call Center 866.542.3015  
(TDD/TTY 1.877.202.3021). (M-F 8AM-5PM)

### If you use "ACCESS Plus":

Children and Adults 800.432.7633

### Still Having Problems?

Office of Medical Assistance Programs (OMAP)

[www.dpw.state.pa.us/omap](http://www.dpw.state.pa.us/omap) "contact OMAP"

PO Box 2675 Harrisburg, PA 17105-2675

Commonwealth Information Center (State of PA)

800.932.0784 TDD/TYY 800.324.8040

opinions, comments, complaints

PA Dental Society 717.234.5941 or [www.padental.org](http://www.padental.org)

Dental Society of Western PA 412.321.5810

or [www.dswp.org](http://www.dswp.org)

ACHIEVA is working to improve access to dental care for people with disabilities. Contact us:

[mhartley@achieva.info](mailto:mhartley@achieva.info) 412.995.5000 x569.

### Websites

State of Pennsylvania Medical Assistance:

[www.dpw.state.pa.us/ServicesPrograms/MedicalAssistance](http://www.dpw.state.pa.us/ServicesPrograms/MedicalAssistance)

(click on Dental Services)

Achieva's new website for dentists and families

[www.ACHIEVA.info/advancingoralhealthcare](http://www.ACHIEVA.info/advancingoralhealthcare)

