



## CSBG EMERGENCY DENTAL CARE PROGRAM GUIDE FOR DENTAL PROVIDERS

### Program Purpose

The CEDA CSBG Emergency Dental Care Program is a new program designed to assist income-eligible individuals with little or no dental health insurance residing in Suburban Cook County access emergency dental services to avert health and financial crisis as well as remove barriers to accessing or sustaining employment. This assistance is funded via CEDA's Community Services Block Grant (CSBG).

### Provider Eligibility

All Dental Providers must be licensed dentists in the State of Illinois and provide care to patients in a location within the State of Illinois.

There is no contract to sign. We only ask that you complete the Provider List Form so that we have all of your contact information and basics regarding your practice so that we may refer participants.

Should a dental provider need to opt out of the program as a provider at any time we simply ask that you notify the CEDA CSBG Emergency Dental Care Program in writing by fax letter to (312) 795-1034 or email to [csbgdental@cedaorg.net](mailto:csbgdental@cedaorg.net) so that you can be removed from the referral list.

### Covered Services

Emergency Dental Care Vouchers are issued as a means to access emergency treatment to relieve pain, bleeding and/or infection, chewing and eating difficulties.

Under most circumstances, it does not cover prophylactic or routine dental procedures nor does it cover any cosmetic procedures unless the procedure will be for the replacement or repair of missing, broken or decayed front teeth.

The dental procedures to alleviate the aforementioned conditions are the **ONLY** procedures that are considered covered services for the treatment of individuals with a valid CEDA CSBG Emergency Dental Care Voucher.

*If the dental provider believes a non-emergency procedure is necessary to complete treatment please contact the Director of CEDA CSBG Department for prior approval. (Contact information found on page 4 of this Guide.)*

The Dental Assistance program cannot be used to pay for dental services that were performed before the date the voucher was issued.



## **CSBG EMERGENCY DENTAL CARE PROGRAM GUIDE FOR DENTAL PROVIDERS**

### **Referral to a Specialist**

If the patient requires a referral to a specialist, the dental provider will need to provide that referral in writing to the patient with all of the specialist contact information. The patient will need to notify the CSBG Emergency Dental Program to secure an additional voucher to be used with the specialist.

### **Emergency Dental Care Voucher**

Payment for covered services will be up to \$1,000.00 per household. Vouchers are issued based on eligibility for a one time emergency event per person.

Individuals must provide an original voucher with an original signature. The individual will need to present valid photo identification to tender the voucher for services. A copy of the photo identification must accompany the original invoice and voucher for payment upon completion of the emergency dental services.

The individual should have an appointment scheduled and dental care initiated with a dental provider within fourteen (14) days of the date affixed on the CSBG Emergency Dental Care Voucher. Emergency services must be determined and initiated within the same fourteen (14) day period to be considered eligible for payment.

Dates of service must correspond with the valid dates of the voucher issued.

The voucher will be issued to a dental provider practice and the corresponding dental billing invoice must indicate the same provider group name and the treating dentist.

If the voucher was issued incorrectly with reference to a provider name or address, please contact the CEDA CSBG Dental Assistance Program to request a corrected voucher.

If the voucher will be used to provide the patient with a removable device such as partials or dentures, then the patient must receive the device before CEDA CSBG Dental Assistance can release payment to the provider.

The voucher cannot be used for dental work that would be covered by the patients Medicaid or other dental insurance. Therefore, any dental insurance must be billed prior to applying the value of the voucher presented.

If an individual obtains a voucher for emergency dental treatment, the voucher is valid for that individual only.

If the same individual or another household member is in need of emergency services for a separate event, that individual will need to contact the CEDA CSBG Emergency Dental Care Program to determine eligibility and upon approval, a new voucher for the emergency care required.



## CSBG EMERGENCY DENTAL CARE PROGRAM GUIDE FOR DENTAL PROVIDERS

### Service Expiration

All emergency dental services must be **initiated within 14** days of the date a voucher is issued; all services must be **completed within 45 days** of the voucher issuance date, or the end of the calendar year, whichever comes first.

### Fees for Services

CEDA CSBG Dental Assistance Program encourages the use of sliding scale fees for services when possible for those that are income eligible according to the dental providers own fee policy, as such a fee schedule allows the program to be available to more patients in suburban Cook County.

A dental provider will be expected to utilize their usual and customary fee structure if a sliding scale does not exist.

CEDA CSBG Dental Assistance Program requests that dental providers honor any coupons, discounts or advertised specials they offered at the time of service for covered emergency services prior to applying the value of the voucher.

### Billing for Services

**Please read the Voucher carefully.** The Voucher indicates that the patient is responsible for the portion of the treatment that exceeds \$1,000.00; please collect the payment from the patient.



Any agreed upon payment plan or resolution between dental provider and patient to settle a balance that exceeds \$1,000 must be documented prior to service and submitted to the CEDA CSBG Emergency Dental Care Program for authorization. The agreement to satisfy any balance over \$1,000.00 will need to accompany the original invoice and voucher for processing.

When submitting billing for payment, please indicate the patient payment on the invoice billing the same way you report a payment by another insurance carrier.

Billing invoices submitted for non-covered services will be denied and the individual may not be billed for these services.

If emergency dental service was initiated within 14 days of voucher issuance, but the service was not completed within 45 days because the patient did not return to complete the care prescribed, the provider may bill for the services rendered by submitting the



## CSBG EMERGENCY DENTAL CARE PROGRAM GUIDE FOR DENTAL PROVIDERS

Voucher and invoice for processing with an explanation to the CEDA CSBG Emergency Dental Care Program.

Any additional services, not covered as an emergency event, provided to the individual or household member oral health benefit should be billed separately from the procedures being billed to CEDA CSBG Emergency Dental Care Program.

### Mailing Address for Billing

Dental providers should forward billing for covered services that includes:

- A copy of the Emergency Dental Care Voucher
- A copy of the patient's photo identification provided at the time of service.
- Any applicable payment agreement.
- An original billing invoice (copies and faxes are not acceptable) by postal mail or email to:

Doreen Green, CSBG Dental Program  
CEDA  
208 S. LaSalle Street, Suite 1900  
Chicago, Illinois 60604  
[csbgdental@cedaorg.net](mailto:csbgdental@cedaorg.net)

Billing is quickly and efficiently processed within 21 business days upon receipt of the invoice provided the date of service and itemized eligible services rendered exactly match the corresponding information on the Voucher.

### Service Referrals

If the dental provider would like to refer an individual or household to the CEDA CSBG Emergency Dental Program, please see the enclosed service brochure with service locations and contact information.

### Dental Assistance Authorization & Questions

If there are any questions about the program regarding covered services for the Emergency Dental Care Program, voucher or payment processing, please contact Yvonne Butchee, Director, CEDA CSBG at 312-795-8890 or by email to [csbgdental@cedaorg.net](mailto:csbgdental@cedaorg.net)

