



## Tazewell County Health Department Dental Center Guidelines

1. Eligibility for Services
  - a. Tazewell and Woodford County residents age 1 year and older.
  - b. Those who have Medicaid, Meridian, Wellcare/Harmony and Molina insurance
  - c. Those with no private dental insurance, regardless of income.
2. Payment for Services
  - a. You must bring your current medical card or insurance card to each appointment for accurate information for billing.
  - b. If you are insured, you must provide information about your income so that we can bill for uncovered services based on your income and the number of people living in your house. Dental staff will help you fill out financial forms if needed. If insurance does not cover the service, you will be responsible for the payment.
  - c. If you do not have insurance, you must pay for dental services when you receive those services. Dental staff will discuss needed services and cost before you receive services.
3. Appointments
  - a. Please be on time for your appointment. If you are 10 minutes late, we may need to reschedule your appointment.
  - b. You will receive a phone call or text 1 or 2 days before your appointment to remind you of your appointment time. If you cannot come to that appointment, please call us as soon as possible so we can give that appointment time to someone who is waiting for an open appointment time.
4. Children and Teens
  - a. A parent or responsible adult must come with all children to the dental appointment and stay in the building while the child is receiving dental care.
  - b. Teens who are 16 years and older may come alone for dental cleaning/fluoride if a parent or guardian has signed a note of consent. An older (16 or older) brother/sister may bring a younger (12 or older) brother/sister for dental cleaning/fluoride if a parent or guardian has signed a note of consent.
  - c. Parents are asked to stay in the waiting room while their child/children are receiving dental care. The dentist may ask the parent to come to the treatment room if the child is very young or there is a need to have the parent in the treatment room. Please don't worry; we will take very good care of your child while he/she is receiving dental care.
  - d. If you are called back to the treatment room while your child is receiving dental care and you have other children younger than 12 with you, those children cannot go along with you to the treatment room. The younger children must stay in the waiting room with a responsible adult.
  - e. If your child is sick, please call to reschedule your appointment. Please reschedule if child has a fever of 100.5 or higher, is vomiting or has diarrhea. Your child will be uncomfortable during the appointment if he/she is sick and will expose others to illness.