

Colorado Medicaid Dental Program Rights and Responsibilities

As a Colorado Medicaid Dental Program Member, you have certain rights that will be respected by dentists, and the people you interact with at DentaQuest. Also, you have responsibilities that we ask you adhere to in order to make sure that you get the maximize value of your Medicaid benefits, and that we can serve you to the best of our ability.

Your Rights

- To be treated with kindness, respect, and dignity.
- To have you and your child's privacy protected.
- To know what services are available.
- To be helped quickly and politely.
- To know who your child's Dental Home dentist is.
- To be able to change to a new Dental Home dentist.
- To get complete information from the dentist about your child's treatment.
- To refuse treatment and to ask your child's dentist what can happen for refusing treatment.
- To get dental services for your child in spite of race, national origin, religion or physical handicap.
- To get information about your child's dental plan.
 - To complain or file a grievance about DentaQuest or the dental services your child has received.
- To help in making decisions with the dentist about your child's dental care.
- To get a copy of your child's medical records.

Your Responsibilities

- To read the member handbook and get to know everything about your child's dental plan.
- To cooperate with and be respectful of the dentist and dental office staff.
- To give the dentist and staff the facts needed to care for your child.
- To keep your child's scheduled appointments and be on time.
- To call the dental office as soon as possible when you can't keep an appointment.
- To respect the rights of other patients.
- To agree with the dentist on your child's treatment. To follow the treatment and dental care plan.
- To show your child's DentaQuest ID card before getting dental services.
To pay all charges for services not covered by the dental plan.
- To follow the dental office's rules about care and conduct.
- To only go to a participating dentist except in an emergency.

DentaQuest follows the following federal regulations: 42 CFR 438.10 (f). and 42 CFR 438.10 (f)(2) which say DentaQuest has to tell members every year of their right to ask for and get information about the plan.