

# APPOINTMENT AVAILABILITY STANDARDS

Dear Provider(s),

We are very pleased to have you as our partner providing high quality dental services to the Cardinal Care Smiles members of your community.

As a participating DentaQuest Medicaid dentist, you are contracted to service Cardinal Care Smiles members in the state of Virginia. Claims will be processed according to your contracted fee schedule.

We would like to extend our sincere appreciation for the high-quality dental care you provide to our members as a valued participant in our network. We are writing to provide a friendly reminder of the appointment availability standards that help ensure timely access to care for Cardinal Care Smiles members. These required standards are as follows:

- **Emergency Care within 24 hours**  
Emergency care includes, but is not limited to, severe pain
- **Urgent Appointments within 48 hours**  
Urgent appointments include, but are not limited to, a chipped tooth, sensitivity, or mild pain
- **Routine Care within 6 weeks**  
Routine care includes, but is not limited to, a cleaning, check-up, or orthodontic consult
- There should be a method available for patients to reach someone from your office after-hours

We understand that there may be exceptional circumstances where these timeframes are challenging to meet. If you are not able to meet these standards, please contact our DentaQuest Provider Engagement team at [VAProviderEngagement@DentaQuest.com](mailto:VAProviderEngagement@DentaQuest.com) to discuss.

We appreciate your dedication to serving Cardinal Care Smiles members in your community and look forward to continuing to work with you to make Virginia smile!

Sincerely,

Your DentaQuest Provider Engagement Team