



Delta Dental Smiles

Beneficiary Handbook

Delta Dental of Arkansas

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1.0 Kwoj ruwainene nan Delta Dental of Arkansas!

Jelukkun monono in jermal nan eok. Katobar eo ad ej nan lewaj lale eo eman tata ikijen niim. Delta Dental Smiles enij jiban eok bwe en eman an niim mour.

Jermal eo an Delta Dental of Arkansas ej nan:

- Lewaj jiban nan lale ilo juon takto in komman Ni
- Jiban eok melele kin jiban ko am

Jej bed ijin nan jiban ne kwoj aikuji kij!

Numba ejelok-wonaan	1-866-864-2499
Relay Arkansas*	711
Raan ko/Awa ko (Ijelakin Holiday ko)	Monde nan Bolaide, 7 awa jibon - 7 awa jota.
Website	DeltaDentalSmiles.com
Mail	Delta Dental of Arkansas P.O. Box 6247 Sherwood, Arkansas 72124

**Nan jermal ko ikijen ronjake, jouj im kojerbale numba eo an Relay Arkansas. Kwonij aikuji kwalok nan ir numba eo ejelok-wonaan.*

1.1 Maron in tobrak

Maron in Tobrak ej walok jen Department eo ej Jermal Ippen Armij ilo Arkansas (DHS). Nan melele ko relaplak, lale Handbook eo an Jikin Jermal eo an DHS

1.2 Ne kwonij aikiji kij

Jouj im tobar kij ne ewor am kajitok kin Delta Dental Smiles, ainwot kein:

- Ewi wawein ao maron in elolo takto in komman ni?
- Ewi wawein ao maron in komman appointment in ni?

1.3 Kojerable Handbook in

Kin handbook in, kwonij katak kake:

- Delta Dental Smiles jiban ko
- Wawein kojerbale jiban ko am
- Jimwe im eddo ko am

Handbook in enij jiban uak e kajitok ko am.

Handbook in eban kwalok waj aolep kind.

- Kakiem ko im rule ko rej oktak. Jot men remaron in oktak jen jinion an book in kar komman.
- Handbook in ejjab juon pepa an court. Ej juon kein tol, ejjab juon contract.
- Call tok ilo **1-866-864-2499** ne ewor am kajitok.

Ewor jot naan rej jermal ilo handbook in kwoj aikuj melele:

- **Kwe, Am, ak Member.** Juon armij ej drelon ilo Delta Dental Smiles.
- **Kejro, Komro, ak Amro** Delta Dental of Arkansas.
- **Takto in Komman Ni eo.** Takto in Komman Ni eo kwoj kelet nan aikuj ko am ikijen niim. Lale section 3.0 nan melele ko relaplak.
- **Takto in Komman Ni an Network eo.** Takto in Komman Ni eo emoj an erra in lelak jermal ko an nan member ro.
- **Network.** Takto in Komman Ni ro emoj an erra in lelak jermal ko an nan member ro.
- **Takto in Komman Ni eo Ejjab-Bok Kunan ak Takto in Komman Ni eo Ejako-jen-Network.** Takto in Komman Ni eo ejanin moj an erra in lelak jermal ko an nan member ro.
- **Elap aikij ilo Uno** Juon mweiuk ak jermal eo ej kabojrak, kwalok jabdreowt, ak jolok naninmej, jorren, ak wawein. Juon takto in ni eo ej aikuj in lelak jermal eo emoj bok jen ien kamelmel eo ikijen komman ni.
- **Kein Practice Tol ko** - Bellok nan jabdreowt ej kajitok ilo ejelok wonaan.

1.4 Ne ewor Oktak Ko

Jot ien jej aikuj in kakaal handbook in. Ne jenij, jenij ba waj ilo jeje 30 raan mokta jen an oktak ko walok.

2.0 Komman Ni

2.1 Naat eo kwoj aikuj loe lak takto in komman ni?

- Lale takto in komman ni eo am emaron juon alen ilo juon yiio bwe en karreo niim.
- Lale bwe en wor am appointment mokta jen am etal jen opij eo.
- Brush e niim ruo alen ilo juon raan (elikin mona in jibon im mokta jen kiki). Kojobale bota in ni im ewor flouride ie. **Fluoride** ej juon chemical eo ej jiban niim bwe en kajur.
- Jab kojobale brush in ni ippen bar juon armij! Kakwoni ilo ijo ewor koto ie im boran ej bed lon bwe en mara ilo kotaan ien ko ej jermal.
- Kwojjab aikuj rukruk i loniim elikin am brush! Bota ko rej bed wot rej jiban bwe en bojrak an wor am mak.
- Kojobale floss juon alen juon raan (mokta jen am kiki). Ilo am kojobale floss ej jiban jolok mona ko kotaan niim ne ien eo kwar brush ear jab.

2.2 Ne kwoj baroro.

Kora ro rej baroro rej aikuj in loe lak takto in ni ko aer ainwot part in lale ningning eo lojeir. Ne enij wor kinej ilo loniim, elaptata ne ej jorren nadim, emaron in jelet ningning eo nejim. Jot katak rej kwalok ke jorren in nadim emaron in unin an wor ajiri ej mokaj aer lotak jokdron ejanin ium aer allon, elaplak jen 15%. Mokaj in lotak emaron in komman bwe en driik pound in ajiri eo, mojno an katak, im juon kuawatata elap im ewor naninmej ilo kemlij eo an.

Kotlak an ajiri eo ejmour ej unin ad lale bwe en lukkun lap ien an karreo niin kora ro rej baroro. Call e Department in Lale Customer eo ad im ba lak ne kwoj baroro. Plan eo an Komman Ni an Delta ej lewaj juon bar ien karreo ilo EJELOK WONAAN.

2.3 Ne ewor am naninmej in Menono

Karreo ni emaron kadriklak kuawatata eo nan heart attack im stroke. Katak ko rej kwalok ke kinej ilo loniim emaron in connect nan naninmej ko an menono. Karreo ni ej jolok etoon ko ilo loniim im emaron in tol nan kinej. Ej kabojrak kinej ko ilo loniim jen an ajeded nan part ko jot ilo enbwinnim. Ba nan takto in komman ni eo am ne ewor am naninmej ikijen menono eo am.

2.4 Ne ewor am Tonal

Armij ro rej tonal elaplak aer maron in wor aer naninmej ilo nad ko aer. Juon ritonal emaron in driklak iarteltel (kapilo), im ej komman bwe en mara loniim. Iarteltel ej bobrae niim, im armij ro emara lonier emaron in laplak aer maron wor aer mak. Nad ko remaron in ebboj im botoktok, im emaron in komman an wor kinej ilo loniim.

Naninmej ilo nad im kinej ko remaron in komman bwe suga ko ilo botoktok eo am en laplak. Menin ej komman bwe en ben lak lale suga ilo botoktok. Loe lak takto in ni ko aolep ien emaron jiban control e suga ilo botoktok eo am. Menin emaron in komman bwe en driklak an jorren lak wot naninmej in tonal eo. Ba nan takto in ni eo am ke ewor am naninmej in tonal.

2.5 Ne ewor am naninmej in Periodontal

Periodontal ej bar juon wawein ba naninmej in jorren nad. Ej aikuj lale eman jen takto in ni eo. Ilo am jolok am etal ippen takto in komman ni eo **etoon** (juon wawein eo edepdep im ej komman jen etoon ko ej bed ilo niim) ej laplak im etal lal lalin line in nad eo am. Juon brush ejjab maron in tobar lalin line in nad eo am. Nad ko am remaron ebboj, botoktok, im emaron tol eok nan problem ko jot ilo loniim im enbwinnim. Kenan ippen Takto in Ni eo am kin naninmej in periodontal aolep ien ne kwejella ke ewor am.

Plan eo am ilo Delta Dental Smiles ej lewaj juon bar karreo nan armij ro emoj loe im rej ebbok uno nan jorren in nad.

3.0 Takto in Komman Ni eo Am [Primary Care Dentist (PCD)]

3.1 Ta in PCD?

Takto in Komman Ni eo Am (PCD). Juon Takto in Komman Ni enij Am Takto in Komman Ni aolep ien.

Aurok bwe en wor am takto in komman ni im kwoj loe aolep ien. PCD eo am enij jiban eo bwe kwon ejmour im komman bwe en tobrak aolep aikuj ko am ikijen niim. Ne ewor am aikuj aurok ijelakin komman ni ko woj, PCD eo am enij jiban eo lale.

3.2 Kelet juon PCD

Ne kwoj jinoe ippen Delta Dental, ewor am 30 raan nan kelet PCD eo am. Ne kwojjab kelet juon, Delta Dental enij kelet nan eok.

Nan elolo Delta Dental Smiles Network Takto in Komman Ni, lale www.deltadentalsmiles.com. Kabbok in enij jiban eok elolo takto in komman ni turim. Enij bar jiban ba nan eok kin takto in komman ni ko, ainwot awa in bed ilo opij eo aer ak kajin ko aer.

Call tok nan jiban ikijen kabbok takto in komman ni ak ne ewor kajitok, ejelok-wonaan ilo **1-866-864-2499**.

3.3 Kojobale juon Takto in Komman Ni im ejjab am PCD

Jej kejatdrikdrik ke kwonij kajeon in kojobale PCD eo am ne kwoj kommane niim. Ako kwemaron in kommane niim jen jabdrewot Takto in Komman Ni ilo Delta Dental Smiles Network.

3.4 Komman Oktak ilo PCD eo am

Kwemaron komman oktak ilo PCD eo am jabdrewot ien. Call e tok kij ilo **1-866-864-2499** nan kotlak ad maron in jella ta eo kwoj komman oktak ie. Jemaron in jiban eok bukot juon PCD kaal.

3.5 Kelet juon Takto in Komman Ni ilo nabo-in-network

Ne kwoj kelet in loe juon takto in komman ni eo ejjab part in Delta Dental Smiles Network, kwemaron in aikuj in kolla wonaan jermal ko an im ej walok jen takto in komman ni in.

Ne kwoj lomnak kwoj aikuj in loe juon takto in komman ni eo ejjab part in Delta Dental Smiles Network, kenan ipped mokta. Jemaron in jiban eok kelet ne juon takto in komman ni ilo Network eo emaron in letok jermal ko an.

3.6 Ako ne PCD eo ao enij etal jen Network eo?

Ne takto in komman ni eo enij etal jen Delta Dental Smiles Network, jenij ba waj nan eok. Jenij bar jilkinwaj melele ko kin wawein bukot juon takto in komman ni kaal.

3.7 Schedule e juon Appointment

Ne emoj am kelet juon PCD:

- Lale bwe takto in komman ni eo en part in Network eo.
- Call e PCD eo am nan komman appointment.
- Call tok bwe jen jiban eok kommane juon appointment.
- Kotlak bwe opij eo am en jella kin Delta Dental Smiles.
- Boke card in ID nan jikin Komman Ni eo ilo appointment eo am.

3.8 Ako ne inij aikuj jolok e ion etal nan jikin takto eo?

Ako ne koban kakwone appointment eo am, call e lak opij eo nan joloke. Ien eo emaron, jouj im kajeon jolok appointment eo 48 awa mokta jen appointment eo. Kajeon in bar schedule juon loe lak nan bar juon raan.

3.9 Ako ne iban bed ilo juon appointment?

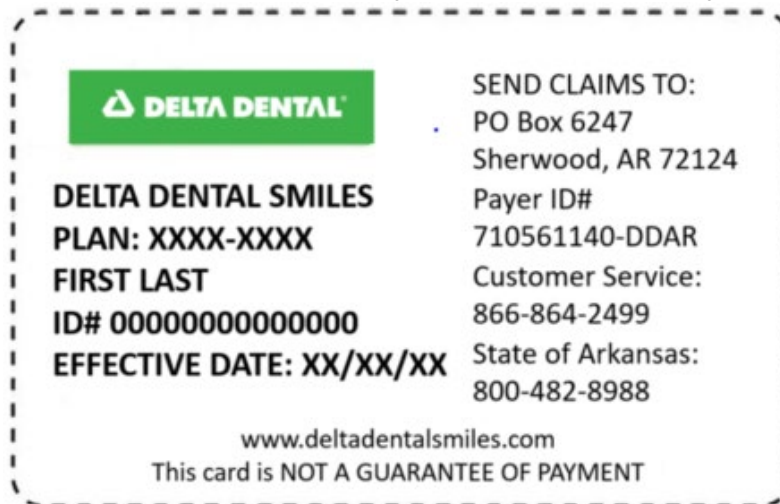
Juon appointment koban bed ie ej komman bwe en wor am jorren nan jimor kwe im takto in komman ni eo. Enij wor rumij lak in kamanmanlak lak ejmour in niim.

Takto in komman ni eo ej drebij awa im appointment eo nan kwe. Jouj im kaurok ien ko an takto in komman ni eo am.

Elon opij ko ewor aer kakein ikijen appointment ko kwojjab etal nan e. Kajitok kakien ko an PCD eo am. PCD eo am emaron in kelet in jab loe yuk ne kwonij jolok appointment ko am ilo am jab call.

4.0 ID Card ko

Jej mail lak an aolep Member in Delta Dental juon ID. Card eo enij enwot in:



Card in ID eo ej nan jermal ko an komman ni wot.

Ilo card in ewor melele ko kin jiban ko am ikijen niim. Jouj im kwalok card in nan aolep takto in komman ni ro aolep ien im etal nan opij eo aer.

Kwe wot kwemaron kojerbale card in ID eo am. Ne juon bar armij enij kojerbale ID card eo am, armij eo enij aikuj in kolla wonaan jermal ko rekar boki. Ilo am kotlak an juon bar armij kojerbale ID card eo am ej riab im enij wor an kajje jen kien eo.

4.1 Wawein kommane juon ID card ne ejako card eo am

Ne ejako ID card eo am im kwoj aikuj kommane juon bar card kaal kwemaron:

- Call tok ejelok-wonaan ilo **1-866-864-2499** ien eo emokaj tata im kwejella ke ejako card eo am.
- Print ilo Member Portal eo ilo www.deltadentalsmiles.com.

5.0 Ejelok-Emergency Ial ko

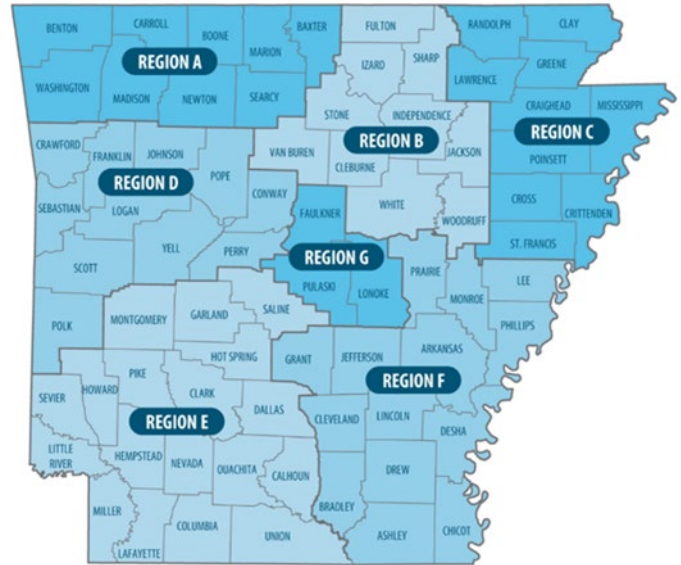
5.1 Kwoj ke aikuj ial nan jikin komman ni eo?

Kwemaron in call kotoan 8 awa jibon - 5 awa jota, Monde nan Bolaide (ijelakin holiday ko) nan schedule juon ial nan jikin komman ni eo im bar rol. Kajojo jikin ilo state eo ewor aer oktak in broker nan ial.

Nan schedule juon wa, ilo ejelok wonaan, kwoj aikuj in call lak 48 awa mokta jen appointment eo am. Weekend ko im holiday ko rejjab bwinbwin.

Waanjonak ko:

- Nan Monde, call mokta jen Taije
- Nan Juje, call mokta jen Bolaide
- Nan Wonje, call mokta jen Monde
- Nan Taije, call mokta jen Juje
- Nan Bolaide, call mokta jen Wonje



Jikin eo	Broker eo an ial	Telephone
Jikin A	Verida	1-888-833-4136
Jikin B	Verida	1-888-833-4128
Jikin C	Verida	1-888-833-4130
Jikin D	Verida	1-888-822-6155
Jikin E	Concil eo an Central Arkansas	1-800-385-9992
Jikin F	Agency an Jikin ko ilo Southeast Arkansas	1-844-683-2300
Jikin G	Southeastrans	1-888-833-4135

Call e broker eo an ial mokta aolep ien. Ne ewor juon problem, call e Line in Jiban eo an Medicaid Ejelok-Emergency Ial ilo 1-888-987-1200, kelet 1.

Enin ej juon kadru in jiban ko an NET im jermal ko aer. Read i Handbook eo an Arkansas Medicaid Jiban jen Department eo ej Jermal ippen Armij nan elaplak melele kin jiban ikijen emakit im jermal ko.

6.0 Melele ikijen Wonaan ko

6.1 Jote najj kolla?

Delta Dental ej kolla nan jermal ko rej cover. Ejelok men kwoj kolla nan jermal in komman ni ne kwonij loe juon takto in komman ni jen Delta Dental Smiles Network. Ewor ien ko komaron in erra nan jermal ko ke Delta Dental Smiles ejjab cover. Kwonij aikuj kolla wonaan jermal ko. Kajitok ippen takto in komman ni eo am kwemaron in aikuj kolla nan e.

Delta Dental emaron kolla takto in komman ni eo edriklak jen jonan eo emoj an cover wonaan an jermal ie. Ilo case eo, takto in komman ni eban kajitok ippam bwe kwon kolla ki bill eo.

Ne kwojjab kojerbale juon takto in komman ni ak juon clinic im ej part in Delta Dental Smiles Network, kwemaron in aikuj in kolla bill eo.

Ne ejelok am Delta Dental Smiles ne kwoj boke jermal ko, emaron am eddo nan kolla ki jermal ko.

6.2 Wawein File e juon Claim

Juon takto in komman ni im ej mottan Delta Dental Smiles Network ej aikuj file e claim eo nan eok. Botaab, ne kwonij aikuj file e juon claim, call e tok kij ilo ejelok-wonaan ilo 1-866-864- 2499.

6.3 Ako ne enij itok juon ao Bill?

Takto in Komman Ni eo am ilo Delta Dental Smiles ej aikuj in lewaj wot bill nan jermal ko rejjab-cover im kwoj erra nan kolla ki ilo torre eo kwoj ped ilo opij eo. Ne enij iwaj juon am bill im kojaje etke, call e tok ejelok-wonaan ilo **1-866-864-2499**.

6.4 Elon ke Laptata in Jonan eo Delta Dental Enij Kolla Aolep Yiio?

Aet. Delta Dental enij kolla lak nan \$500 ilo jermal ko an komman ni aolep yiio.

6.5 Ako ne ewor ao bar insurance in Komman Ni?

Ne ewor am bar insurance in komman ni, insurance eo enij kolla mokta jen ad kolla. Jeban kolla bar-kolla ko nan insurance ko jot. Takto in komman ni eo ad ej aikuj bill i insurance eo am mokta jen kij. Ba nan takto in komman ni eo am ke ewor am bar insurance. Jemaron in jab kolla jabdrewot ijelakin kolla ko am jot ilo insurance.

6.6 Ien ko Jot Jemaron in Jab Kolla Wonaan Jermal ko

Ne ewor am jidimkij, jeban kolla nan ne insurance ko jot renij kolla ak ejjab jermal kolla eo. Ne kwonij bok jaan jen juon case kin wot jidimkij eo, kojerbale jaan eo nan kolla wonaan bill in komman ni. Ne jaan ko kwoj boke etal im maat kwoj maron in wot kolla bill in komman ni, tobar kij nan lale ne jenij kolla ki bill kein. Ne kwonij jorren ilo ien am jermal, jeban kolla nan ne jikin kolla eo enij kolla ak ejjab konan kolla.

7.0 Jidimkij ko ilo Komman ni

7.1 Ta in Jidimkij in Komman ni?

Waanjonak in jidimkij ien komman ni ko ej:

- Metak eo elukkun lap
- Kinej
- Juon jorren im emaron in jelet ejmour eo am
- Lap an botoktok

- Ebboj eo elukkun jeja

7.2 Ta kwoj kommane ilo ien jidimkij nan Komman Ni

Ne ewor jidimkij in komman ni, kommane juon ian men kein ilal:

- Call e 911 ne kwoj lomnak mour eo am ej bed ilo kuawatata. Kwojjab aikuj ad kwalok ne emaron tobrak nan bok jermal in komman ni ilo ien jidimkij. Ewor am jimwe in kojerebale jabdrewot takto in komman ni ilo juon ien jidimkij.
- Ilo awa in bujiness ko, call e lak Takto in Komman Ni eo am mokta.
- Ne rejjab maron in jiban, call Delta Dental ilo **1-866-864-2499**.
 - Jenij jiban kabbok takto in komman ni turim im komman bwe en tobrak juon appointment.
 - Emaron in iwoj appointment iumin 24 awa ko.
- Elikin awa in business ko, call e lak line eo elikin-awa an takto in komman ni ko, ne emaron.
- Ne ejelok an opij eo an takto in komman ni eo line in elikin-awa, call e Delta Dental ilo **1-866-864-2499** nan kenan ippen juon armij ej jermal ilo jikin ejmour.
- Etal nan room in jidimkij eo epaake eok, ne emaron.

7.3 Ako ne ij bed nabor in Arkansas im ewor ao Jidimkij ilo Komman Ni?

Ne mour eo am ej bed ilo kuawatata, call e 911.

Ne kwoj aikuj jermal in komman ni ilo jidimkij ilo am itotak, call e tok kij ilo ejelok-wonaan ilo **1-866-864-2499** kotoan 7 awa jibon - 7 awa jota. Jenij jiban eok bukot juon takto in komman ni ilo ijo kwoj loe lak.

Elikin 7 awa jota, juon rijermal ilo jikin ejmour enij bed nan kenan ippan kin juon jidimkij ilo komman niim. Call e tok kij ilo ejelok-wonaan ilo **1-866-864-2499**.

8.0 Jermal ko rej Cover

Nan ad maron in kolla wonaan juon mweiuk ak jermal, ej aikuj in:

- Juon jermal in komman ni ej aikuj komman
- Komman jen juon takto in komman ni ilo Delta Dental Smiles Network
- Cover iumin program eo an Arkansas ikijen Medicaid, koba ippen jabdrewot limit ko

Jejella ke emaron in ben in melele kajin ko an jikin komman ni. Kwoj ruwainene in kenan ippen takto in komman ni eo am kin jabdrewot jiban ko kwojjab melele kake. Kwemaron in bar call e tok kij ilo ejelok-wonaan ilo **1-866-864-2499** nan jiban.

8.1 Jermal ko emoj Cover e an Ritto ro

Lale niim aolep ien ej jiban komman bwe niim en ejmour. Jermal in komman ni ko rej belloko nan eok ilo ejelok wonāān ñe kwonij:

- Loe juon takto in komman ni ilo Delta Smiles Network, ak

- Komman am plan nan raan ko rej itok wot ipped nan loe juon armij jen naboj-in-network, im
- Ejanin jermal laptat in jaan eo am \$500.

Ne kwoj erra ippen takto in komman ni eo am nan jermal ko an Delta Dental Smiles ejjab cover ak ejjab laplak jen \$500 limit eo aolep yiio, kwonij aikuj in kolla wonaan jermal ko.

8.2 Jermal in Komman Ni ko rej Cover:

<p>Teej in Ioniim</p> <ul style="list-style-type: none"> • Ejja teej ko aolep ien <ul style="list-style-type: none"> ○ Ejjab laplak jen 1 aolep yiio in calendar • Exam eo ej limit (bedbed-ion problem) <ul style="list-style-type: none"> ○ Ejjab laplak jen 12 aolep yiio in calendar 	<p>Jermal in Kabojrak</p> <ul style="list-style-type: none"> • Karreo ni <ul style="list-style-type: none"> ○ Ejjab laplak jen 1 aolep yiio in calendar ○ 1 bar alen karreo ilo ien baroro ak 3 alloñ elikin an lotak ajiri eo • Fluoride (likit ion niim) <ul style="list-style-type: none"> ○ Ejjab laplak jen 1 aolep yiio in calendar
<p>Pija-ko</p> <ul style="list-style-type: none"> • Men ko jot <ul style="list-style-type: none"> ○ Ejjab laplak jen 1 ilo yiio in calendar • Aolepen-ioniim P-ija <ul style="list-style-type: none"> ○ Ejjab laplak jen 1 aolep 5 yiio ko 	<p>Karol lak ko</p> <ul style="list-style-type: none"> • Kanne kin jelpa <ul style="list-style-type: none"> ○ Ejjab laplak jen 1 aolep 2 yiio ion niim • Color in-niim kanne ilo ni ko maan <ul style="list-style-type: none"> ○ Ejjab laplak jen 1 aolep 2 yiio ion niim • Crown eo eban lajo (nan indreo) <ul style="list-style-type: none"> ○ Ejjab laplak jen 1 aolep 5 yiio in ni ritto
<p>Mwijmwij</p> <ul style="list-style-type: none"> • Jolok niim <ul style="list-style-type: none"> ○ Ejjab jermal nan \$500 jiban eo aolep yiio • Biopsi ko • Jolok ebboj ko • Jolok dri ko rej kakure lon in Ioniim <ul style="list-style-type: none"> ○ Ejjab laplak jen 1 kottan ilo mour ne am • Jolok an dri ko eddrek ilo torrerein loom <ul style="list-style-type: none"> ○ Ejjab laplak jen 1 kottan ilo mour ne am 	<p>Jermal ko jot</p> <ul style="list-style-type: none"> • Ni nat, jirik wot ni nat <ul style="list-style-type: none"> ○ Ejjab jermal nan \$500 jiban eo aolep yiio • Lale nadiim <ul style="list-style-type: none"> ○ 1 yiio ilo calendar eo ippen jemaan lak in lale edrek in okkar in niim im jonan eddo eo an ○ 1 laplak ilo calendar eo ippen jemaan lak in lale edrek in okkar in niim im jonan eddo eo an
<p>Jermal jidimkij ko</p> <p>Kojobale jidimkij in komman ni nan kabojrak metak ko relap im jolok kij ko</p> <ul style="list-style-type: none"> • Exam ko ewor-jorren ie • Jolok ni/mwijmwij Ioniim • Lale Ioniim • Mwijmwij kin needle im jolok dren ko • Uno nan kamanman lak mour eo am 	<p>Jermal ko ekka kojobale</p> <p>Jermal kein rej jiban eok kakwone aolep men ko, ainwot kenan ak mona. Kenan ippen takto in komman ni eo am nan lale bwe plan eo am en cover e jermal kein mokta jen am kommane jabdrewot jermal.</p> <ul style="list-style-type: none"> • Kommane ni kilep ko ewor mak ie • Lale jonan eddo eo an im okkar in ni eo

<ul style="list-style-type: none"> • P-ija in aolepin ni eo ak loniim • Etal nan opij eo elikin awa ko emoj schedule i 	<ul style="list-style-type: none"> ○ Ejjab laplak jen 1 kottan aolep quadrant ilo aolep 24 allon • Crown ko reban lajo (nan indreo) • Jolok niim/kommane dri eo • Kakwonkwon e ni nat ko am <ul style="list-style-type: none"> ○ Ejjab laplak jen 3 kottan ilo mour ne am • Kommane ni nat ko am im line ko aer <ul style="list-style-type: none"> ○ Ejjab laplak jen 1 aolep 3 yiio ko • Komman bwe en dedelak ni nat ko am <ul style="list-style-type: none"> ○ Ejjab laplak jen 1 kottan ilo mour ne am
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8.3 Jiban ko aolepen mour eo am

Jot wot jiban rej cover juon allen ilo mour eo am. Waanjonak, ni nat ko. Ne emoj am Medicaid kolla bwe kwon maron in kojobale juon ian jermal kein, komaron in jab wor am maron iumin plan eo ad. Call e tok kij kin kajitok ko am kin service kein.

8.4 Melim ko Remootlak (Emoj an Approve)

Jot ian jermal ak jiban kein rej aikuj an Delta Dental approve mokta jen ien eo. Takto in komman ni eo ej lale approve ko jen kij.

Ne Delta Dental eban approve i jermal kein, kwe im takto in komman ni eo am enij iwaj amiro naan in kakol ilo jeje. Kwojjab aikuj in kolla ki jermal kein kwar jab aikuji im kwar jab kelet in boke. Ne kwoj kelet e juon jermal kwojjab aikuji, kwonij aikuj in kolla wonaan.

Komaron appeal kelet eo an Delta Dental nan jab kolla nan juon jermal ilo an loore Wawein Jermal e Grivance im Appeal ko ilo section in ilo handbook.

Section 8.5 ej kwalok jot ian jermal ko rej aikuj melim mokta lak. Jouj im lale: Ejjab juon list eo ededelak. Jermal ko jot remaron in aikuj melim mokta lak. Ne ewor am kajitok ne jermal eo ej aikuj approve mokta jen an takto in komman ni eo am kommane, jouj im call tok ilo **1-866-864-2499**.

8.5 Jermal ko rej aikuj Melim Mokta lak

- Wawein aer kwalok naninmej rot eo
- Ni nat ilo ien emokaj, ejjab lak nan \$500.00 aolep yiio in calendar
- Jolok ni eo ej jelet ni ko ebol dri turin im/ebin, ejjab lak nan \$500.00 aolep yiio in calendar

9.0 Jermal ko ejjab cover

List in ilal ej kwalok jot ian jermal ko rejanin kar cover jen Delta Dental Smiles nan ne ewor wor ikijen uno. Kwemaron in erra ippen takto in komman ni eo am ilo jeje nan maron in kommane jermal kein. Ne kwonij kelet in boke jermal kein, kwoj aikuj in kolla ki takto in komman ni eo.

Jouj im lale: Ejjab juon list eo ededelak. Emaron in bar wor jermal jejjab cover e. Ne ewor am bar kajitok kin ne plan eo am ej cover e juon jermal, call e tok kij ilo **1-866-864-2499**.

9.1 Jermal ko REJJAB cover

- Wawein ko ikijen komman oktak ilo mejam
- Foil Kool im Likin Lowa
- Brace ko
- Jermal in Jiban ko jot
- Kein ilik ilo kota in ni
- Bobrae Niim
- Kamouj Niim
- Jermal in Kajidede

10.0 Jimwe im eddo ko an juon Member

Ebbok jermal in komman ni ej juon jermal nan eok make. Jej kautej jimwe in make lak iam eo. Ewor am jimwe im jermal emoj likit ilal.

10.1 Jimwe ko an Juon Member

Ainwot part in Delta Dental Smiles, ewor am jimwe kein:

1. Ewor am jimwe in lale eok kin kautej, jouj, im make lak iam.
2. Ewor am jimwe in ebbok lale jokdron ia eo kwoj tok jen e, color eo am, ijo kwoj jen e, ne kwoj maron makitkit ak jab, kabun, im yiio eo am.
3. Ewor am jimwe in bok jimwe, bidodo-nan-melele ko nan jiban eo kommane kelet ko remman nan ejmour eo am.
4. Ewor am jimwe nan file juon complain ak juon grievance kake kij, juon takto in komman ni, ak lale eo kwoj boke. Ej koba ippen jabdrewot jorren, jab elak nan e, ak kakure. Nan complain ko, jouj im call e **1-800-482-8988**, or lelak melele ko ikijen tobar ilo Appendix A.
5. Ewor am jimwe nan appeal juon file kin juon jermal ak kelet jej kommane.
6. Ewor am jimwe in jella:
 - a. Etke Delta Dental ej kelet in cover ak jab cover e juon jermal.
 - b. Etke Delta Dental ej kelet ne juon jermal ej lukkun aurok.
 - c. Won ilo opij eo an Delta Dental ej kelet e men kein.
7. Ewor am jimwe in jella etan takto in komman ni ko ilo Delta Dental Smiles Network.
8. Ewor am jimwe in kelet jen juon list in takto in komman ni ko bok juon lale eo ejimwe nan eok.
9. Ewor am jimwe in bok kunam ilo aolep kelet ko am in lale komman ni. Emaron in koba juon uno:
10. Ewor am jimwe nan bok juon bar lomnak kein karuo, ilo ejelok wonaan, jen juon bar takto in komman ni ilo Delta Dental Smiles Network kin uno rot eo kwoj aikuji.
 - a. Nan kajitok juon bar lomnak kein karuo, jouj im call e lak **1-866-864-2499**.

- b. Kwemaron in kajitok juon bar lomnak kein karuo iumin 90 raan ko ilo plan eo am jinion.
11. Ewor am jimwe nan lale eok jen kij, takto in komman ni ko ilo Delta Dental Smiles Network, im bar takto in komman ni ko jot.
 12. Ewor am jimwe nan:
 - a. Kenan ippen juon takto in komman ni ilo am make.
 - b. Lale bwe record in komman ni ko ren make.
 - c. Kajitok juon copy in record in komman ni ko.
 - d. Kajitok kin oktak ko ilo record ko.
 13. Ewor am jimwe in jella kin takto in komman ni ko remaron ba nan eok kin:
 - a. Wawein ejmour.
 - b. Komman ni.
 - c. Uno.
 14. Ewor am jimwe in jella ke ejjab am eddo nan kolla wonaan jermal kein. Takto in komman ni ko ilo Delta Dental Smiles Network reban komman bwe kwon aikuj in kolla wonaan jermal kein rej cover.
 15. Ewor am jimwe nan bok aolepen melele kein, koba ippen, ak ejjab limit nan, mweiuk ko ewor melele ie, mweiuk ko nan kwalok kwoj ta, bellok ilo wawein uno ko, im bar jot ilo juon wawein im kol eo enij bidodo am melele kake. Jouj call e tok kij ilo ejelok-wonaan ilo **1-866-864-2499**.
 16. Ewor am jimwe nan bok juon ukok eo nan kajin ilo ejelok wonaan nan aolep kajin ko ejjab kajin-palle, ejjab ro wot ebidodo jella kake.
 17. Ewor am jimwe nan kwalok oktak ko ilo kakien im jermal ko iumin Delta Dental Smiles. Jeje ak call e tok kij ilo ejelok-wonaan ilo **1-866-864-2499**.
 18. Ewor am jimwe nan bok melele ko ilo elap melele ikijen jidimkij im awa-ko elikin rej cover. Ej koba ippen, ak ejjab limit nan, melele ko ikijen:
 - a. Ta eo ej bwinbwin ainwot juon naninmej eo ej jidimkij, im jermal ko elikin am rol lak.
 - b. Jermal jidimkij ko rejjab aikuj approve mokta lak.
 - c. Wawein im kilen lale jermal jidimkij ko.
 - d. Jikin ro rej lelak im hospital ko rej lewaj jermal jidimkij im jermal ko elikin am cover iumin contract.
 - e. Am jimwe nan kojerbale jabdrewot hospital ak juon bar wawein lale ilo jidimkij im jermal ko elikin am rol lak.
 19. Ewor am jimwe nan kajitok im bok juon copy in record in takto ko am im nan kajitok ne renij oktak im renij kajimwe ki. Ej iwaj juon am ilo ejelok wonaa.
 20. Ewor am jimwe nan komman bwe make lak iam eo en bobrae ilo aolepen ta kein rej aikuj ilo kakien ko an federal lak nan ijoko rej apply ie.
 21. Ewor am jimwe nan lale jimwe kein ilo ejelok wawein an oktak kilen an Delta Dental, ro rej lale, ak DHS lale eok.
 22. Ewor am jimwe nan rolok ilo jabdrewot kilen kwon ak etolak ej jermal ilo juon melele in imenene, pokake, pidodo, ak ro jot ainwot an kamelele iumin kakien ko an federal im wawein kojerbale make lak ian im kabojrak ko.
 23. Ewor am jimwe nan kajitok nan kakaal ikijen jimwe im eddo ko am.

24. Ewor am jimwe nan bok jermal kein jen jermal kein jen juon jikin ej bok eddo in ilo naboj-in-network ilo ejelok wonaan ne ej wor wot juon eo ej bok eddo in ilo Delta Dental Smiles Network im emaron jiban.

10.2 Jimwe im eddo ko an juon Member

Ewor jot men kwoj aikuj kommane ainwot juon member nan Delta Dental Smiles. Ilo am kommane men kein ej jiban eok bok jiban ko reman tata ikijen komman ni. Ej bar jiban kij jermal ippam emanlak. Eddo kein ej:

1. Kwoj aikuj kajeon loore men kein nan ejmour:
2. Kwoj aikuj jermal ippem takto in komman ni eo nan bok jen uno eo kwoj erra ie.
3. Ne kwojjab erra ippem Delta Dental, kwoj aikuj kajeon mokta nan maron jolok jorren ilo am kojerbale Delta Dental Grievance Process (ainwot an kamelele ilo handbook in).
4. Kwoj aikuj katak ta eo Delta Dental Smiles ej im ejjab cover e.
5. Kwoj aikuj read i Handbook in nan melele wawein an jermal kakien ko.
6. Ne kwonij kommane juon appointment, kwoj aikuj kajeon in etal nan opij eo an takto in komman ni eo ilo jejjot in awa. Ako ne koban kakwone appointment eo am, call nan joloke.
7. Kwoj aikuj emourur ilo kelet ko am ikijen ejmour eo am.
8. Kwoj aikuj kwalok Delta Dental ID card eo ne kwoj bok lale ilo komman ni.
9. Kwoj aikuj in report jabdrewot riab ak bwod in jermal ilo Delta Dental ako ro rej bed ilo lon. Menin emaron nan Delta Dental ak bar jot plan ikijen komman ni ak takto. Lale section eo ikijen riab, kobij, kakure, im lap jen jonan kolla ilo Handbook nan lale wawein report e menin.
10. Kwoj aikuj melele kin jorren ko ilo ejmour eo am im bok kunam ilo am kommane katar ko kwe im takto in komman ni eo am ej erra kake.
11. Kwoj aikuj in ba nan DHS kin jabdrewot oktak in address ak jabdrewot oktak ko nan drelon im emaron jelet am maron in tobrak.

10.3 Kojerbale Jiban ko am Ilo Meletlet

1. Jab mok jermal ko kwojjab aikuji.
2. Loore naan in rajang eo an takto in komman ni eo am. Menin enij jiban takto in komman ni im aolepen ejmour eo am.
3. Jab kajeon in bok men ko rekajur im kwojjab aikuji. Rej track e im Medicaid emaron kabojrak am etal nan mwon wia men ko rekajur.

11.0 Grievance im Appeal

11.1 Wawein File juon Grievance ak Kajitok nan juon Appeal

Kwemaron ba tok ta ko kwojjab monono kake:

- Jabdrewot part in Delta Dental Smiles
- Delta Dental of Arkansas
- Juon takto in komman ni
- Jermal ko woj emoj am boke

Kwonij boke juon uak ne kwonij file juon appeal ak grievance.

11.2 Ta in Grievance?

Juon **grievance** ej juon complain kake:

- Delta Dental Smiles
- Delta Dental of Arkansas
- Juon takto in komman ni
- Jerbal ko emoj am boke

11.3 Ewi wawein ao file juon Grievance?

Kwemaron file juon grievance ilo am kommane juon ian men kein ilal:

- Call ilo ejelok-wonaan nan **1-866-864-2499**, Monde - Bolaide, 8:00 awa jibon - 4:30 awa jota
- Jilkinlak juon fax nan 833-866-4650, Monde - Bolaide, 8:00 awa jibon - 4:30 awa jota
- Jeje tok ilo:
Delta Dental
Attn: Appeals and Grievances (Appeal ko im Grievance ko)
P.O. Box 6247
Sherwood, Arkansas 72124

Jemaron jiban eok kanne pepa im uak e kajitok ko am ikijen file grievance.

11.4 Jerbal ko im Awa ko

Jenij ba waj nan kwe ne emoj ad bok grievance eo am. Jenij lewaj nan eok juon timeline nan jermal e grievance eo.

Armij rein ilal remaron file grievance:

- Member eo, ak parent(ro)/remaron lale ir (ro) ilo court ne Member eo ejjab maron in ekkar nan court.
- Juon eo ej bok eddo in jermal, jokdron ne lowaan-network ak jab
- Juon eo enij jutak ilo etam im ewor an melim in jabdrewot ilo lon

Jenij lewaj grievance ilo ien eo emokaj tata ekkar nan ejmour eo an Member eo ej aikuji. Grievance ko rejjab bok laplak jen 90 raan ilo calendar jen raan eo jekar boke grievance eo, jokdron ilo kenan ako ilo jeje.

Jemaron in komman bwe en aitoklak awa eo nan 14 raan ne:

- Kwe ak juon armij ej kenan nan eok ej kajitok laplak eo am
- Jej lomnak ewor juon aikuj nan melele ko relaplak, ak juon rumij emaron walok

Ne jenij komman bwe en aitoklak awa eo am, jenij:

- Lewaj naan in kakol kin rumij eo
- Lewaj naan in kakol ke kwemaron file juon grievance kin kelet eo nan rumij
- Kommane grievance ilo ien eo emokaj tata im ejjab rumij lak raan eo an laplak eo jemlok

Delta Dental enij bar enaan waj kin grievance ilo jeje ilo awa kein emoj kamelele ki ilon.

Juon ien Ronjak an State Fair eo ejjab bellok nan grievance.

11.5 Ta in Appeal?

Juon **appeal** ej juon kajitok nan lale juon jermal jen Delta Dental. Juon appeal emaron in jermal nan jabdrewot ian men kein ilal:

- Jab konan jermal ko ak ne jej approve jirik in wot jermal eo
- Komman limit ak kabojrak jermal ko im Delta Dental emoj an approve
- Jab konan aolepen/jirik in juon kolla nan juon jermal
- Jab lelak jermal ko ilo ien eo emokaj
- Jab kommane iumin limit in awa ko nan appeal ko im grievance ko

11.6 Ewi wawein ao file juon Appeal?

Komaron in appeal ilo am call ak jeje tok nan kij iumin 60 raan ilo calendar elikin an Delta Dental mail e lak jab tobrak, driklak, ak jab maron in kolla naan in kakol eo.

- Kwemaron in bar kajitok kin juon call ippen juon appeal ej jeje. Appeal eo ej jeje ej aikuj bed aolep kein kamol kwoj konan bwe Delta Dental en lale, ainwot record in takto, letta ko an takto in komman ni ko, ak bar jot melele. Call e takto in komman ni eo am ne kwoj aikuj melele kein.
- Appeal ko emokaj im jej boke ilo telephone rejjab aikuj loore juon appeal emoj jeiki.

File juon appeal ilo am:

- Call waj ilo ejelok-wonaan nan **1-866-864-2499**, Monde - Bolaide, 8:00 awa jibon - 4:30 awa jota
- Jilkinlak juon fax nan 833-866-4650, Monde - Bolaide, 8:00 awa jibon - 4:30 awa jota
- Kwonij Jeje tok ilo:
Delta Dental
Attn: Appeals and Grievances (Appeal ko im Grievance ko)
P.O. Box 6247
Sherwood, Arkansas 72124

Jemaron jiban eok kanne pepa im uak e kajitok ko am ikijen file appeal.

11.7 Jermal ko im Awa ko

Appeal ko remaron in file jen juon member ak bar juon armij ewor an melim nan jutak ilo etan member eo. Ro remaron jutak ilo etam im ewor aer melim emaron in:

- Juon armij ilo estate eo an member eo ne emoj an mej member eo
- Juon eo ej lale
- Juon bar armij ej jutak ilo etam im ewor an melim im member eo emoj an lelak an melim ilo jeje

Appeal ko ej nan ien eo member eo ejjab erra kin juon Enaan im Jiban eo ej komman jen kij. Juon Enaan im Jiban ej jabdrewot jab tobrak, driklak, jab maron in jiban eo nan ta eo emoj am file am claim nan e, ak am jab komman kolla nan jiban eo.

Jenij ba waj ne emoj ad loe appeal eo am, im ne jenij lewaj melele kein ilal:

- Ne kwemaron lelak jiban im komman akwel emaron ilo court im naan ko rej mol.
- Jimwe eo am nan kajitok record ko nan file eo an Delta Dental im ej connect nan appeal eo am. Emaron in koba ippen record in komman ni ko am im bar jot kein kamol ej jermal jen Delta Dental ak ro rej jutak ilo etaer.
- Awa eo jenij loore nan ne jenij kommane kelet eo eliktata.

Ewor am jimwe nan bok melele ilo juon wawein im ebidad nan am melele. Jej lewaj:

- Mweiuk ko ewor melele ie
- Mweiuk ko wawein katak ie
- Uno ko rej bellok

Emaron in bar wor melele jemaron lewaj. Melele kein ejelok wonaan. Jouj call e tok kij ilo ejelok-wonaan ilo **1-866-864-2499**.

Jenij jilkinwaj naan in kakol ko ilo jeje ko relap nan jermal in appeal nan aolep Member ko im ro rej bok eddo in Network emaron in jilinou (30) raan ilo calendar mokta jen ad likiti.

Awa eo

Jenij uak e kajojo appeal ilo ien eo emokaj tata an Member eo ikijen ejmour im ej aikuj, ejjab laplak jen raan ko emoj outline ilo calendar eo ilal. Raan kein ej jen raan eo jekar boke appeal eo, jokdron ilo kenan ak ilo jeje.

- Appeal ko ejjab-jidimkij: lumin 30 raan in calendar elikin am bok appeal
- Appeal ko emoj an kamokaj lak ej connect nan problem ko ewor enaan kin komman ni ie: lumin 24 awa in bok appeal eo am ak nan ne ekilok ilo raan in business eo juon, ak ejjab aitoklak jen 72 awa

Aitoklak ko

Jemaron in komman bwe en aitoklak awa eo nan 14 raan ilo calendar ne:

- Kwe ak juon armij ej kenan nan eok ej kajitok laplak eo am, ak
- Jej lomnak ewor aikuj nan melele ko relaplak, ak.
- Juon rumij emaron in komman ilo am jella.

Ne jenij komman bwe en aitoklak awa eo am, jenij:

- Kajeon tobar Member ilo telephone nan ba nan ir ke jej komman bwe aitoklak appeal eo aer.
- Lelak nan Member eo naan in kakol ilo jeje in rumij eo iumin ruo (2) raan ilo calendar in kelet eo.
- Lelak naan in kakol ilo jeje im ej bed unin an wor aitoklak im kamelele jimwe eo an Member eo nan file juon grievance ne rejjab erra.
- Uak e appeal eo ilo ien eo emokaj ekkar nan ejmour eo am, im ejjab aitoklak jen raan eo aitoklak eo ej jemlok.

len nan Kajitok Ronjak nan Appeal

- Ne kwoj konan lelak naan in jeje ak kenan in kamolol, jenij lewaj juon ien mokta jen ad komman kelet kin appeal eo.
- Emaron wor juon lawyer ak bar juon armij ej jutak ilo etam nan eok.
- Emaron in bar wor juon armij ilo court ej jutal ilo etan estate eo an Member eo ejako nan jutak ilo etam.

Uak nan Appeal eo

- Juon kelet nan appeal eo enij bed ilo jeje. Jenij kojobale jermal ko ad eman tata nan call e eok nan ba nan eok kin ta eo ej walok elikin appeal eo emoj kamokaj e.
- Jenij jilkinwaj naan in kakol ko ilo jeje ko relap nan jermal in appeal nan aolep Member ko im ro rej bok eddo in Network emaron in jilinoul (30) raan ilo calendar mokta jen ad likiti.

Ewor am jimwe nan bok aolepen melele kein, koba ippen, ak ejjab limit nan, mweiuk ko ewor melele ie, mweiuk ko nan kwalok kwoj ta, bellok ilo wawein uno ko, im bar jot ilo juon wawein im kol eo enij bidodo am melele kake. Jouj call e tok kij ilo ejelok-wonaan ilo **1-866-864-2499**.

11.8 len Hearing an State eo

Ewor bar juon ne nan boke elikin appeal eo ne:

- Kwojjab monono kin kelet eo ad ekkar nan appeal eo am, ak
- Delta Dental ejjab loore naan in kakol im/ak ta ko kwoj aikuj ikijen awa nan appeal eo am

Ne eo kein karuo ilo jermal in appeal eo ej nan kajitok nan juon ien Ronjak an ro ilo Lon rej bar ba len Ronjak ilo State. Ej juon ien lale kelet eo ad jen ro rej lale State eo an Arkansas. Kwoj aikuj in kajitok iumin 120 raan ilo calendar in raan eo emoj likit ilo envelope im ej koba ippen ien kelet nan appeal eo.

Nan kajitok juon ien ronjak jeje nan:

DHS Office of Appeals and Hearings
P.O. Box 1437, Slot N401
Little Rock, AR 72203-1437

Telephone: 501-682-8622
Fax: 501-404-4628

Kwemaron in kenan nan eok make ak juon bar armij emaron kenan nan eok. Emaron in:

- Juon mottam
- Juon nukim
- Juon rikenono
- Jouon lawyer

Takto in komman ni eo am emaron kajitok nan juon ien Ronjak an State nan eok. Kwoj aikuj lelak mokta ilo jeje nan takto in komman ni eo am approve. Kwoj aikuj sign juon pepa. Jenij lewaj juon pepa nan sign ne kwonij kajitok ipped. Pepa in enij ba ke kwejella ke melele ko am ikijen ejmour emaron ajeded ilo loblej ilo ien Jerbal e ien Ronjak an State eo.

11.9 Wonmanlak wot ilo Jiban ko am

Kwemaron in call e Delta Dental ilo **1-866-864-2499** ak jeje juon kajitok ilo jeje nan P.O. Box 6247, Sherwood, AR 72124 im kajitko kin jiban ko am nan aer wonmanlak wot ilo ien Appeal im Ronjak an State eo. Aolep men kein ilal rej aikuj bed:

- Appeal eo am ej nan komman oktak ilo ad approve emoj an bok jikin
- Emoj am file appeal eo am jinion ilo awa eo emoj likit lon
- Jerbal kein rekar jermal jen juon takto in komman ni
- Awa in jermal eo emoj approve ejanin dre jemlok
- Kwemaron komman kajitok ilo ak mokta jen raan kein ilal, jabdrewot raan etolak:
 - 10 raan ilo calendar jen raan in naan in kakol eo nan limit jiban ko am, ak
 - Raan eo emoj karak nan an jermal eo jinoe ainwot an ba ilo naan in kakol eo

Ne kwonij ion i wawein kein ilon, jiban ko an Member eo enij bar rol lak ilo ien eo emokaj. Jiban ko renij wonmanlak wot ilo ien appeal eo im nan ne juon ian men kein renij walok:

- Armij eo ej appeal ej jolok appeal eo
- Member eo, ak parent/armij eo ej lale ekkar nan court ne ejelok emaron tobrak jen court, ej jolok kajitok eo nan wonmanlak in jiban
- Kelet in appeal in ejjab maron in tobrak nan member im armij eo ej appeal ejjab kajitok juon Ronjak nan State im wonmanlak in jiban ko iumin jonoul (10) raan in calendar elikin an naan in kakol eo kar jilkinlak.

Jenij kolla nan jermal ko kwar kajitok an wonmanlak wot ne kelet eo an Ronjak an State eo ej eman nan eok. Ne ejjab eman nan eok, kwemaron aikuj kolla aolep, jirik, nan jermal ko kwar kojerbale.

12.0 Riab, Kopij, Jorren, im Lap Kolla

12.1 Riab, Kopij, Jorren, im Lap Kolla

Jej lukkan mol ilo ad komman business im ilo court. Jekonan bwe kwon kabojrak im report riab, kopij, im jorren.

Ne kwonij elolo riab, kwoj aikuj report e.

Ba tok nan kij ne kwejella ne juon armij ej kommane juon men ebwod. Kwemaron report e lak nan Delta Dental of Arkansas ilo **1-866-864-2499**. Kwemaron bar kajju report e lak nan state eo ak ro ilo federal. Agency ko emoj likit elikin section in.

12.2 Melelein Naan ko

- **Jorren.** Lap an jermal ak jermal ko kwojjab aikuj. Jorren ej bar koba ta ko member rar kommane im ej jemlok ilo wonaan ko ejjab aikuj nan Delta Dental Smiles.

- **Riab.** Juon bwod in makitkit nan bok juon men ewor an aurok.
- **Kopij.** Bwod in Jerbal.
- **Lap an Kolla.** Jabdrewot wonaan eo Delta Dental Smiles ejjab approve nan kolla. Emaron jemlok ilo:
 - Report ko rebwod ak ebwod wonaan
 - Claim ko rebwod
 - Imenene ko rejjab boke
 - Riab
 - Jorren
 - Kopij
 - Juon bwod

12.3 Waanjonak in Riab, Kopij, Jorren, im Lap Kolla

- Lelak ID eo am nan bar juon armij bwe en kojerbale
- Lelak bill nan jermal ko an ejmour kwojjab aikuj
- Lelak bill ko ruo alen ilo ejja jermal eo wot
- Kojerbale code eo ebwod nan bill nan bok kolla ko jot
- Komman pepa ebwod ilo am komman oktak ilo:
 - Raan in jermal eo nan juon claim:
 - Record in takto ko
- Kolla ak eppok an armij kein mone eok
- Bill nan jermal ko emoj an armij ro jot kommane
- Lelak melele riab ak melele ko rebwod kin jermal ko
- Riab kin jermal ko remoj, ainwot ukot code in bill eo nan komman kolla ko jot
- Kakwone kolla ko relaplak ak jab report kolla ko relaplak
- Lelak ak order jermal ko im teej ko rejjab aikuj
- Lelak claim nan jermal ko emoj order jen juon takto in komman ni im rej jenoknok jen federal- im/ak jaan jen-state program ko an jikin ejmour
- Riab kin degree im license ko

12.4 Report an Riab, Kopij, Jorren, im Lap Kolla

Report nan Delta Dental

Komaron kajju ki lak report eo nan Delta Dental of Arkansas. Call e tok kij ilo ejelok-wonaan ilo **1-866-864-2499**.

Report nan Agency ko an State

Kwemaron report nan Department eo ej Jermal Ippen Armij ilo 1-800-482-8988.

Report nan kien eo an Federal

Tobar Department eo an Ejmour im Jermal Ippen Armij, Opiij eo an Inspector General. Tobar opij in ilo telephone, fax, email, ak mail.

U.S. Department eo an Ejmour im Jermal Ippen Armij

Opiij eo an Inspector General

Attn: OIG HOTLINE OPERATIONS

P.O. Box 23489
Washington, D.C. 20026

Telephone: 1-800-HHS-TIPS (1-800-447-8477)
Fax: 1-800-223-8164
TTY: 1-800-377-4950
Email: HHSTips@oif.hhs.gov

13.0 Make lak iam

Make lak iam eo am aurok nan kij. Jej kautiej im kejbarok am make lak iam. Delta Dental ej kojobale im ajeded melele ko nan lewaj nan eok jiban ko an komman ni. Jekonan ba nan eok wawein ad kojobal ak ajeded melele ko am.

13.1 Melele eo am Ikijen Ejmour jej Kejbarok (PHI)

Melele eo am Ikijen Ejmour jej Kejbarok (PHI) ej koba etam, numba in ID member eo am, ak bar jot rilale im ej jermal im ajeded jen Delta Dental.

Etke Delta Dental ej kojobal im Ajeded PHI eo am?

- Nan lale wawein komman ni eo am
- Nan kolla ad komman ni
- Nan lale jonan kea eo ej iwaj
- Nan ba nan eok kin kelet ko am nan kea
- Nan komman an plan eo an Delta Dental Smiles ettor
- Nan kojobale PHI nan un ko jot ainwot am aikuj ak ekkar nan kien

Naat Delta Dental ej Aikuj Melim eo am Ilo Jaje (approve) nan Kojobale ak Ajeded nan PHI eo am?

Jej aikuji approve eo am ilo jeje nan kojobale ak ajeded nan PHI nan un ko ejjab bed ilon.

Ta jimwe in make iam ko eped?

- Nan lale PHI eo am
- Nan boke juon copy nan PHI eo am Nan kommane PHI eo am
- Nan kajitok ipped nan jab kojobale ak ajeded PHI eo am ilo jot wawein
- Nan boke juon list in jot armij ak jikin ko im emoj ad lelak PHI eo am nan e

Elmen an Delta Dental Kejbarok PHI eo am?

Jej kojobale elon wawein nan kejbarok PHI eo am ilo company eo ad. Ej koba ippet PHI ilo jeje, kenan, ak ilo juon computer. Ilo ijin lal ej wawein ad kommane menin.

- Kakien ko im jot rej kejbarok PHI
- Limit won emaron in loe PHI ilo rijerbal ro kin juon aikuj-in-jella PHI emaron kojobale
- Rijerbal ro ad rej katak wawein kejbarok im lukkun lale PHI
- Rijerbal ro rej aikuj in erra ilo jeje nan loore kakien ko im jot rej kejbarok im lukkun lale PHI

- Jej kakwone PHI ilo an make lak ilo lowaan ilo computer ko ad ilo ad kojerbale firewall ko im password ko

Ta eo Delta Dental ej aikuj kommane ilo Kien?

- Kakwone DHI make lak iam
- Lelak melele ko emoj am jeiki kin jermal ko am im imenene in make lak iam kin PHI eo am
- Loore term ko ikijen Naan in Kakol in Wawein imenene in Make lak iam
- Jermal ippen HIPAA, ej juon kakien ej kejarok am make lak iam im jot nan PHI eo am

Ta eo kwoj maron in kommane ne kwoj enjake Jimwe in Make lak iam im rejanin kejarok?

- Call ak jeje tok nan report lomnak ko am
- Call ak jeje tok nan DHS nan report lomnak ko am

Jeban kakwone jabdrewot nan eok. Ta eo kwoj kommane eban komman an oktak wawein ad lale eok ilo jabdrewot ien.

Menin ilon ej juon kakadru. Naan in Kakol eo ad ikijen Imenene in Make Lak lam ej kin wawein ad kojerbal im ajeded PHI. Naan in Kakol eo ad ikijen Imenene in Make Lak lam ilo www.DeltaDentalSmiles.com. Kwemaron in bar ebok copy in Naan in Kakol eo ad ikijen Imenene ilo am call e tok kij ilo **1-866-864-2499**.

Appendix

Appendix A. Melele ko rej Jiban - Kanne pepa in



MELELE KO REJ JIBAN - KANNE

Takto in Komman Ni eo am (PCD)

Etan: _____

Telephone: _____

Ial nan Ejjab-Jidimkij (ne kwoj aikuj)

Jikin eo: _____

Broker: _____

Numba in Telephone: _____

Ne ewor juon problem, call e Line in Jiban eo an Medicaid Ejelok-Emergency Ial ilo 1-888-987-1200, ilo ejelok wonāān.

Delta Dental of Arkansas

Jikin Lale Customer	1-866-864-2499
Website	DeltaDentalSmiles.com
Address nan Mail	P.O. Box 6247 Sherwood, Arkansas 72124

**ELIKIN
AWA KO**

Ne opij eo an takto in komman ni eo ejelok an line elikin-awa, call e Delta Dental ilo 1-866-864-2499 nan kenan ippen juon armij ej jermal ilo jikin ejmour

Arkansas Department eo an Jermal ippen Armij

Line in Lale Customer	1-800-482-8988
Line eo nan Complain	1-888-987-1200

Line eo nan Complain, (TDD)	1-800-285-1131
Line nan Riab	1-855-527-6644
Website	Humanservices.arkansas.gov
Jerbal in Relay an Arkansas	711

Appendix B. Line in Tag ko im Kilok an Jab-Drike aolep

Plan in ej loore jimwe ko an federal kakien ko im ejjab drike armij ekar nan ria er, color eo, ijo rej itok jen e, yiio, ne rej maron makitkit, ak ne er emaan ak kora. Plan in ejjab kajenoknok armij ak lale ir ilo oktak jen wot ria er, color eo, ijo rej itok jen e, yiio, ne rej maron makitkit, ak ne er emaan ak kora.

Plan in ej lewaj jiban ko ejelok wonaan im jermal ko nan armij ro rejjab maron in makitkit nan kenan im ronjak eman ipped, ainwot

- Riukok ro ikijen kajin ko ilo kojermal pa
- Melele ko rej jeje ilo wawein ko jot (print ko elap, ainikien, wawein ko ikijen kojerbale kein jermal kein)

Plan in ej lewaj jermal ikijen kajin nan armij ro kajin eo aer ejjab kajin eo aer kajin Palle, ainwot:

- Riukok ro remaron tobrak
- Melele ko emoj jeiki ilo kajin ko jot

Ne kwoj aikuji jermal kein, call e 1-866-864-2499 (TTY ro rej kojerbale call e 711).

Ne kwoj tomake ke plan in emoj an jab tobrak an lewaj jermal kein ak ejjab drike armij ilo bar juon wawein ekkar nan ria er, color eo, ijo rej itok jen e, yiio, ne rej maron makitkit, ak ne er emaan ak kora, komaron file juon grievance ippen rikoōlaajrak Maron ko an Armij ilo Jikin eo aer (civil rights coordinator) eo ilo mail, telephone, ak fax:

Attn: Civil Rights Coordinator (Rikoōlaajrak Maron ko an Armij ilo Jikin eo aer)
P.O. Box 6247
Little Rock, AR 72124

Telephone: 1-866-864-2499 (TTY ro rej kojerbale call 711)
Fax: 1-501-992-1864

Ne kwoj aikuj jiban file e juon grievance, rikoōlaajrak Maron ko an Armij ilo Jikin eo aer (Civil Rights Coordinator) enij bed nan jiban eok.

Komaron bar file juon complain ippen U.S Department an Ejmour im Jermal ippen Armij, Opiij nan Civil Rights, ilo online ilo Opiij eo an Portal eo an Civil Rights complain ko, bellok ilo <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, ak ilo mail ak telephone ilo:

U.S. Department eo an Ejmour im Jermal ippen Armij
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, DC 20201

Telephone: 1-800-368-1019
TDD: 1-800-537-7697

Pepa nan complain ej bellok ilo <http://www.hhs.gov/ocr/office/file/index.html>.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-866-864-2499** (TTY: 711).

LALE: Ñe kwōj kōnono Kajin M̄ajō |, kwomaroñ bōk jerbāl in jipañ ilo kajin ñe aṃ ejje |ok wōñāān. Kaalok **1-866-864-2499** (TTY: 711).

Appendix C. History in Oktak an Handbook eo (copy jen eo ej bok eddo manual eo)

Section	Lale Kadru eo	Raan eo