



Delta Dental Smiles for Kids Beneficiary Handbook

Delta Dental of Arkansas



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1.0 Kwoj ruwainene nan Delta Dental of Arkansas!

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

Jerbal eo an Delta Dental of Arkansas ej nan:

- Lewaj jiban nan lale ilo juon takto in komman Ni
- Jiban eok melele kin jiban ko an ajiri eo nejim

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	DeltaDentalSmilesforKids.com
Mail	Delta Dental of Arkansas P.O. Box 6247 Sherwood, Arkansas 72124

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

1.1 Maron in tobrak

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

1.2 Ne kwonij aikiji kij

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

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

1.3 Kojerable Handbook in

Handbook in ej kamelele kake:

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

Handbook in ej bar jiban uak kajitok ko armij rej kijon kajitok.

Handbook in eban kwalok waj aolep kind.

- Kakien ko im rule ko rej oktak. Jot men remaron in oktak jen jinon 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 jerbal ilo handbook in kwoj aikuj melele:

- **Ajiri eo nejim** ak **Member**. Juon armij ej drelon ilo Delta Dental Smiles nan Ajiri.
- **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 niin ajiri eo nejim. 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 jerbal ko an nan member ro.
- **Network**. Takto in Komman Ni ro emoj an erra in lelak jerbal 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 jerbal ko an nan member ro.
- **Elap aikij ilo Uno** Juon mweiuk ak jerbal eo ej kabojrak, kwalok jabdreowt, ak jolok naninmej, jorren, ak wawein. Juon takto in ni eo ej aikuj in lelak jerbal eo emoj bok jen ien kamelmel eo ikijen komman ni.
- **Kein Practice Tol ko** - Bellok nan jabdrewot 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 ajiri eo nejim aikuj loe lak takto in komman ni?

Ningning rej aikuj loe juon takto in komman ni:

Ne 12 aer allon. Ne ejelok niim ajiri eo nejim ilo 12 allon, schedule appointment eo jinjon ilo ien eo emokaj tata im nier ej jino edrek.

Ajiri eo nejim aikuj loe lak takto in komman ni?

Iumin 90 raan in am drelon ilo Delta Dental Smiles nan Ajiri.

Elikin appointment eo jinjon, ajiri eo nejim ej aikuj loe takto in komman ni eo aolep 6 allon (ruo alen juon yiio). Loe lak takto in komman ni emaron komman jorren im ej komman bwe ajiri ro ren jako jen jikuul im parent ro jen jerbal.

Lale bwe kwon schedule am bar loe lak takto in komman ni mokta jen am etal jen opij eo an takto in komman ni eo.

2.2 Ta kwoj ketmen ippen Takto in Komman Ni eo an Ajiri

(Rejang jen American Association of Pediatric Dentists)

Ne kwoj boke ajiri eo nejim nan takto in komman ni eo, enin ej ta emaron walok:

6-12 allon ko: Ilo ien eo jinjon tata an ajiri eo nejim etal nan takto in komman ni, ningning eo nejim enij jijot ion nem im takto in komman ni eo enij:

- Lale loniin ningning eo nejim

- Lale bwe en ejmour niin
- Kajitok ippam ta eo ningning ej mona, boto/cup ej kojerbale, im history in baamle
- Kenan ippam kin kuawatata ningning eo nejim emaron wor an ikijen mak
- Kwalok waj wawein lale niin ningning

Takto in komman ni eo emaron bar karreo niin ningning, lelak fluoride, im/ak bok P-ija ko nan niim ningning eo nejim.

12-24 allon ko: Takto in komman ni eo enij lale loniin ajiri eo nejim im niin, karreo niin, im ilik fluoride. Takto in komman ni eo enij kajitok im ba waj kin jabdrewot kauwatata ko nan ajiri. Takto in Komman Ni eo emaron bar ebbok P-ija ko.

2+ allon ko: Takto in komman ni eo enij lale loniin ajiri eo nejim im niin, karreo niin, im ilik fluoride. Takto in komman ni eo enij kajitok im ba waj kin jabdrewot kauwatata ko nan ajiri. Takto in Komman Ni eo emaron bar ebbok P-ija ko. Takto in komman ni eo enij lale ne niin ajiri eo ej edrek ilo an jimwe ke iep. Renij bar kenan ippam kin sealant ko. **Sealant ko rej juon clear, coat in plastic ej uno ilo likin niim nan kabojrak an wor mak.**

2.3 Lale Niim Ilo Mweo

Aurok bwe kwon loe takto in komman ni eo! Ako lale niim ilo mweo ilo am brush im floss ej juon key eo nan komman bwe en ejmour niim.

Brush im Floss e niim

- Aurok bwe kwon brush e niim ruo alen ilo juon raan (elikin mona in jibon im mokta jen kiki). Kojerbale juon brush in ni eo mweo-boran im bota in ni ewor fluoride ie. **Fluoride** ej juon chemical eo ej jiban niim bwe en kajur.
- Ajiri eo nejim ejjab aikuj in rukruk elikin an brush. Bota eo ilo lonier ej jiban kejbarok niin jen mak ko.
- Floss e niim juon alen juon raan. Len eo eman tata nan floss ej ilo ien brush eo epaake ien kiki. Enij jiban mona ko rej bed kotaan niim bwe ren jako, bwe en jab bed aolepen bon eo.

Jenij brush in niim aolep 4 allon. Ne ajiri eo nejim e naninmej, jenij brush in ni eo bwe en jab ajeded etoon.

Kojerbale juon wot kind brush in niim ej ajeded etoon! Kwemaron likit etan brush in niim kin juon parker nan kabojrak am kojerbale men eo ebwod.

Brush in ni ko rej aikuj bed lon kin boraer ilo lon. Jab cover brush in ni ko - rej aikuj mara laken.

2.4 Ningning im Ajiri ro

Mokta jen an edrek ni ko

Jiban e ningning eo nejim bwe en ejmour niin jinoe jen ien an lotak. Nad ko an ningning rej aikuj wipe ruo alen ilo juon raan. Kojerbale juon guaze ak juon nuknuk erre, im tutu. Kadrikdrik wipe i nad ko an ningning eo nejim

Elikin an Ni Edrek

Ne ewor niin ningning eo nejim, jino brush e kin juon brush in ni an ajiri. Kojerbale jirik wot bora in ning fluoride eo (ainwot jonan juon wid in rice). Jab inepata kin an ningning eo nejim jab maron nej kapilo bota eo. Bota eo ej ped ilo loniin ningning eo nejim enij jiban kejbarok niin.

Kejbarok Niin

- Lale takto in komman ni eo aolep 6 allon ko (ruo alen ilo juon yio).
- Ajiri ro rejjab aikuj kiki kin juice ak milk. Menin emaron komman bwe en jorren ni (ka jorren niim). Lelak wot aiboj elikin brush ilo ien kiki.
- Kojerbale soap im aiboj nan karreo boto ko ningning, cup ko, ninning, im kein ikkure ej likit loniin. Jab karreo ki ir ilo am likit ilo loniim, kinke remaron ajej etoon ko im enij komman an jorren niin ningning.
- Ej juon men ekut an walok ilo ien an edrek ni nan an ajiri ninnin adi in pa, adi kilep ko, ak kein ikkure. Ninnin emaron komman bwe ni ko ren edrek ilo an iep, im men bwe kwon kenan ippenn takto in komman ni eo am kin menin.
- Draak aiboj ko ewor flouride ie im kojerbale bota in ni ko ewor flouride ie. Fluoride ej juon chemical eo ej jiban niim bwe en kajur.
- Mona juon diet-eman im jab mona men ko ewor sugar im dren ko.

2.5 Ajiri ro 3 yiio im rittolak

Kakwone niin ajiri eo nejim bwe en ejmour:

- Brush e niim ruo alen ilo juon raan (elikin mona in jibon im mokta jen kiki). Kojerbale juon brush in ni eo mweo-boran im bota in ni ewor fluoride ie.
- Kojerbale jonan fluoride eo ainwot jonan juon pea. Brush e aolepen ni ko lon im ilo lal, im ilo maan im liik in ni ko.
- Floss e niim juon alen juon raan. Len eo eman tata nan floss ej ilo ien brush eo epaake ien kiki. Menin enij jiban jolok mona Enij jiban mona ko rej bed kotaan niim bwe ren jako, bwe en jab bed aolepen bon eo.
- Limit snack im kojerbale cup ko. En wor ien lukkun mona im kakajur. Mona in kakajur aolep-raan im draak emaron tol nan an wor mak.

Kenan ippenn takto in komman ni eo an ajiri eo nejim kin wawein kejbarok niin ajiri eo, koba ippenn:

- Likit fluoride ion niim.
- Sealant nan Dental. **Sealant** ko rej juon clear, coat in plastic ej uno ilo likin niim nan kabojrak an wor mak.

Ba nan takto in komman ni eo am kin jabdrewot imenene ko ajiri eo nejim emaron wor an (ainwot ninin-pa kilep eo) im emaron jelet niin.

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

3.1 Ta in takto in komman ni?

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

Aurok bwe en wor takto in komman ni im ajiri eo nejim ej loe aolep ien. PCD eo an ajiri eo nejim enij jiban e bwe en ejmour im komman bwe en tobrak aolep aikuj ko an ikijen niim. Ne ewor an ajiri eo nejim aikuj aurok ijelakin komman ni ko woj, ainwot juon jorren ilo loniim, PCD eo an ajiri eo nejim enij jiban lale.

3.2 Kelet juon PCD

Ne emoj an ajiri eo nejim jinoe ippenn Delta Dental, ewor an 30 raan nan kelet PCD eo an. Ne kwojab kelet juon, Delta Dental enij kelet nan eok.

Nan elolo Delta Dental Smiles for Kids 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 opiji 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 Kojerbale juon Takto in Komman Ni im ejjab an ajiri eo nejim PCD

Jej kejatdrikdrik ke kwonij kajeon in kojerbale PCD eo an ajiri eo nejim ne kwoj kommane niim. Ak ejjab aikuj nan uno nan PCD eo an ajiri eo nejim. Ako kwemaron in kommane niim jen jabdrewot Takto in Komman Ni ilo Delta Dental Smiles for kids Network.

3.4 Komman Oktak ilo PCD eo am

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

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

Ne kwoj kelet in loe juon takto in komman ni eo ejjab part in Delta Dental Smiles for kids Network, kwemaron in aikuj in kolla wonaan jerbal 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 for kids Network, kenan ipped mokta. Jemaron in jiban eok kelet ne juon takto in komman ni ilo Network eo emaron in letok jerbal ko an.

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

Ne PCD eo an ajiri eo nejim enij etal jen Delta Dental Smiles for kids 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:

- Call e PCD eo am nan komman appointment.
- Lale bwe takto in komman ni eo en part in Network eo.
- Lale bwe ren jella ke ewor am Delta Dental Smiles for Kids
- Call tok bwe jen jiban eok kommane juon appointment.
- Boke card in ID eo an ajiri eo nejim nan jikin Komman Ni eo ilo appointment eo am.

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

Ne kwojab maron in kakwone appointment eo, jouj im call e opiji in komman ni eo nan jolok appointment eo. Len eo emaron, jouj im kajeon jolok appointment eo 48 awa mokta jen appointment eo. Menin ej jiban takto in komman ni eo bukot bar juon armij nan awa in appointment eo am. 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 appointment in komman ni ko am!

Elon opiji ko ewor aer kakein ikijen appointment ko kwojab 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 jerbal 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.

Ajiri eo wot nejim im edped etan ilo ID card eo emaron kojerbale nan jerbal in komman ni. Ne juon bar armij enij kojerbale ID card eo am, armij eo enij aikuj in kolla wonaan jerbal ko rekar boki. Ilo am kotlak an juon bar armij kojerbale ID card eo an ajiri eo nejim ej riab im enij wor an kajjejen 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

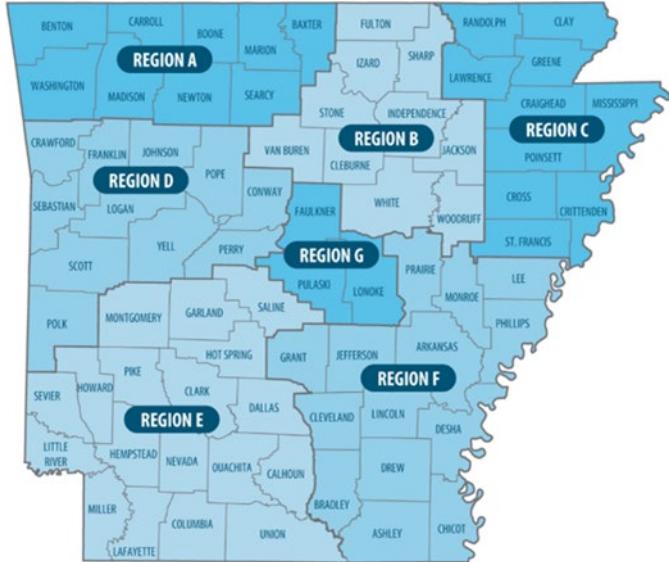
5.1 Kwoj ke aikuj ial nan jikin komman ni eo?

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

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.

Waajonak 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 jerbal ko aer. Read i Handbook eo an Arkansas Medicaid Jiban jen Department eo ej Jerbal ippen Armij nan elaplak melele kin jiban ikijken emakit im jerbal ko.

Ne emoj an ajiri eo nejim cover iumin ARKids First B, enij ejelok am jiban jen NET.

6.0 Melele ikijen Wonaan ko

6.1 Jote ij kolla ne ajiri eo neju ej loe juon takto in komman ni?

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

Ne ewor an ajiri eo nejim ARKids First B, juon co-pay ej kijon jot ien aikuj. Nan kajitok ko ikijen copay eo am im takto in komman ni eo eban uak, jouj im call tok ilo **1-866-864-2499** nan jiban.

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

Ne kwojab kojerbale juon takto in komman ni ak juon clinic nan ajiri eo nejim im ej part in Delta Dental Smiles for Kids Network, kwemaron in aikuj in kolla bill eo.

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

6.2 Wawein File e juon Claim

Juon takto in komman ni im ej mottan Delta Dental Smiles for Kids 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 for Kids ej aikuj in lewaj wot bill nan jerbal ko rejjab-cover im kwoj erra nan kolla ki ilo torre eo kwoj ped ilo opiji 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?

Ejjab. Ejelok jonan eo elaptata iumin Delta Dental Smiles for Kids.

6.5 Ne ewor am 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 Jerbal ko

Ne ewor am jidimkij nan ajiri eo nejim, jeban kolla nan ne insurance ko jot renij kolla ak ejjab jerbal 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 ajiri eo nejim enij jorren ilo ien jerbal, 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?

Waajonak 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 an ajiri eo nejim ej bed ilo kuawatata. Kwojjab aikuj ad kwalok ne emaron tobrak nan bok jerbal in komman ni ilo ien jidimkij. Ewor am jimwe in kojerbale jabdrewot takto in komman ni ilo juon ien jidimkij.
- Ilo awa in bujiness ko, call e lak Takto in Komman Ni eo an ajiri eo nejim 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 opiji 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 jerbal ilo jikin ejmour.
- Etal nan room in jidimkij eo epaake eok, ne emaron.

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

Ne mour eo an ajiri eo nejim ej bed ilo kuawatata, call e 911.

Ne kwoj aikuj jerbal in komman ni ilo jidimkij ilo am itotak, call e tok kij ilo ejelok-wonaan ilo **1-866-864-2499** kotaan 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 rijerbal ilo jikin ejmour enij bed nan kenan ippam kin juon jidimkij ilo komman niim. Call e tok kij ilo ejelok-wonaan ilo **1-866-864-2499**.

8.0 Jerbal ko rej Cover

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

- Juon jerbal in komman ni ej aikuj komman
- Komman jen juon takto in komman ni ilo Delta Dental Smiles for Kids 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 ippenn 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 Lale eo Emokaj im Aolep Ien, Ta ko rej Walok, im Uno (EPSDT)

Lale eo Emokaj im Aolep Ien, Ta ko rej Walok, im Uno (EPSDT). Juon program iumin Medicaid. EPSDT ewor an katabar in kabojrak naninmej an ajiri ak lelak uno ilo ien eo emokaj.

Program eo an EPSDT enij jiban ajiri eo nejim jella ta jerbal ko rej aurok ilo jikin ejmour. Ajiri eo nejim emaron in bok aolep aikij nan komman ni cover iumin Delta Dental Smiles for Kids plan eo ne enij ion ta ko rej aikuj nan juon clinic ilo jerbal eo.

Aolep jerbal ko an EPSDT ainwot takto, loe lak ijon, ronjak, im elaplak im rejjab cover jen Delta Dental Smiles for Kids emaron in cover iumin program eo an Medicaid. Call e DHS nan lale jerbal rot ko jot komaron tobrak ie ilo 1-800-482-8988.

8.2 Jerbal ko rej Cover nan Ajiri

Lale niim aolep ien ej jiban komman bwe niin ajiri eo en ejmour. Wonāān tako in komman ni ko ej bellok ñan eok ilo ejelok wonāān ñe ajiri eo nejim enij loe juon Takto in Komman ni jen Delta Dental Smiles for Kids Network. Ne ajiri eo nejim ej cover jen ARKids First B, komaron aikuj in kolla juon co-pay. Juon **co-pay** ej jonan eo kwoj kolla nan jerbal in komman ni eo.

Ne kwoj erra ippenn takto in komman ni eo an ajiri eo nejim nan jerbal ko an Delta Dental Smiles for kids ejjab cover, kwonij aikuj in kolla wonaan jerbal ko.

8.3 Jerbal in Komman Ni ko rej Cover:

Teej in Ioniim	Jerbal in Kabojrak
<ul style="list-style-type: none">• Exam ko ekkut (exam aolep ien)<ul style="list-style-type: none">◦ Ejjab laplak jen 2 aolep yiio• Exam eo ej limit (bedbed-ion problem)<ul style="list-style-type: none">◦ Ejjab laplak jen 2 aolep yiio	<ul style="list-style-type: none">• Teej in kuawatata<ul style="list-style-type: none">◦ Ejjab laplak jen 1 aolep yiio• Karreo ni<ul style="list-style-type: none">◦ Ejjab laplak jen 2 aolep yiio• Flouride nan topical/flouride nan varnish<ul style="list-style-type: none">◦ Ejjab laplak jen 2 aolep yiio• Sealant nan Dental<ul style="list-style-type: none">◦ 1st & 2nd Ni Lep: 1 aolep ni• Flouride color jelba<ul style="list-style-type: none">◦ Ejjab laplak jen 2 aolep yiio aolep ni◦ Limit nan 4 ilo am mour an ni eo• Lale nadiim<ul style="list-style-type: none">◦ Ejjab laplak jen 1 aolep yiio

<p>Pija-ko</p> <ul style="list-style-type: none"> • Men ko jot <ul style="list-style-type: none"> ◦ Ejjab laplak jen 2 men ko jot, 2 alen juon yiio • Aolepen Loniim/P-ija <ul style="list-style-type: none"> ◦ Ejjab laplak jen 1 aolep 5 yiio ko • P-ija ko bok lowa im naboj in loniim 	<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 ni, aolep jikin, lak in 2 yiio • Resin (kanne color-ni) ilo ni ko ilo maan <ul style="list-style-type: none"> ◦ Ejjab laplak jen 1 aolep ni, aolep jikin, lak in 2 yiio • Crown eo ejaje lajo - e wot <ul style="list-style-type: none"> ◦ Ejjab laplak jen 1 aolep 2 yiio • Crown eo eban lajo (nan indreo) <ul style="list-style-type: none"> ◦ Ejjab laplak jen 1 aolep 2 yiio
<p>Mwijmwij</p> <ul style="list-style-type: none"> • Kataap • Bar-kadrek/kaben ak kommane ni ko ear jako <ul style="list-style-type: none"> ◦ Ejjab laplak jen 1 aolep ni • Biopsi ko • Mwijmwij in uno an naninmej ko, jorren ko, men ko rejjab jimwe, im bwod ko • Mwijmwij im toorlak an kinej 	<p>Jerbal ko jot</p> <ul style="list-style-type: none"> • Jolok jorren ilo juon ni • Ni nat, jirik wot ni nat • Brace ko • Kein ilik ilo kota in ni • Bar lale lak wot nad • Ta ko remaron jolok im kajimwe (ninnin pa kilep im kojerbale loom).
<p>Jerbal jidimkij ko Koerbale 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 loniim • Bar-kadrek/kaben ak kommane ni eo ear jako • Lale loniim • Mwijmwij kin needle im jolok dren ko • Kein kamej enbwinnim • Uno nan jolok kakolle ko • Okkar an niim/P-ija • Ekke an niim im pulp eo • Etal nan opiji eo elikin awa ko emoj schedule i 	<p>Jerbal in Kaben</p> <p>Jerbal kein rej jiban ajiri eo nejim kakwone aolep men ko, ainwot kenan ak mona. Kenan ippenn takto in komman ni eo am nan lale bwe plan eo am en cover e jerbal kein mokta jen am kommane jabdrewot jerbal.</p> <ul style="list-style-type: none"> • Kanne nan Mak Kilep ko • Bar-cement crown • Lale jonan eddo eo an im okkar in ni eo • Crown ko <ul style="list-style-type: none"> ◦ Ni ko eban lajo ◦ Resin nan ni eo maan • Kataap/kadriklak joko muscle rej kwon ie • Komman bwe en dedelak ni nat ko am <ul style="list-style-type: none"> ◦ Ejjab laplak jen 1 kottan ilo mour ne am • Kakaal ni nat ak part in ni nat • Bar-cement bridge

8.4 Jiban ko aolepen mour eo am

Jot jiban rej cover juon wot kottan ilo mour eo an ajiri eo nejim. Waanjonak, ni nat ko. Ne emoj am Medicaid kolla bwe ajiri eo nejim en maron in kojerbale juon ian jerbal kein, komaron in jab wor am maron iumin plan eo ad. Call e tok kij kin kajitok ko am kin service kein.

8.5 Melim ko Remootlak (Emoj an Approve)

Jot ian jerbal 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 jerbal kein, kwe im takto in komman ni eo am enij iwaj amiro naan in kakol ilo jeje. Kwojjab aikuj in kolla ki jerbal kein kwar jab aikuji im kwar jab kelet in boke. Ne kwoj kelet e juon jerbal kwojjab aikuji, kwonij aikuj in kolla wonaan.

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

9.0 Jerbal ko ejjab cover

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

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

9.1 Jerbal ko REJJAB cover

- Wawein ko ikijken komman oktak ilo mejam
- Foil Kool im Likin Lowa
- Implant ko
- Jerbal in Jiban ko jot
- Bobrae Niim
- Kamouj Niim
- Jerbal in Kajidede

10.0 Jimwe im eddo ko an juon Member

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

10.1 Jimwe ko an Juon Member

Ainwot part in Delta Dental Smiles for Kids, ewor am im an ajiri eo nejim jimwe kein:

1. Ewor an ajiri eo nejim jimwe in lale eok kin kautej, jouj, im make lak iam.
2. Ewor an ajiri eo nejim 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-melete 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 jerbal ak kelet jej kommane.
6. Ewor am jimwe in jella:
 - a. Etke Delta Dental ej kelet in cover ak jab cover e juon jerbal.
 - b. Etke Delta Dental ej kelet ne juon jerbal ej lukkun aurok.
 - c. Won ilo opiji 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 for Kids Network.
8. Ewor am jimwe in kelet jen juon list in takto in komman ni ko bok juon lale eo ejimwe nan ajiri eo nejim.
9. Ewor am jimwe in bok kunam ilo aolep kelet ko am nan ajiri eo nejim ilo an 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 for Kids 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 jinon.
11. Ewor am jimwe nan lale eok jen kij, takto in komman ni ko ilo Delta Dental Smiles for Kids 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 jerbal kein. Takto in komman ni ko ilo Delta Dental Smiles for Kids Network reban komman bwe kwon aikuj in kolla wonaan jerbal 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 jerbal ko iumin Delta Dental Smiles for Kids. 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 jerbal ko elikin am rol lak.

- b. Jerbal jidimkij ko rejjab aikuj approve mokta lak.
 - c. Wawein im kilen lale jerbal jidimkij ko.
 - d. Jikin ro rej lelak im hospital ko rej lewaj jerbal jidimkij im jerbal ko elikin am cover iumin contract.
 - e. Am jimwe nan kojerkale jabdrewot hospital ak juon bar wawein lale ilo jidimkij im jerbal ko elikin am rol lak.
19. Ewor am jimwe nan kajitok im bok juon copy in record in takto ko an ajiri eo nejim 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 a ajiri eo nejim jimwe nan rolok ilo jabdrewot kilen kwon ak etolak ej jerbal ilo juon melele in imenene, pokake, pidodo, ak ro jot ainwot an kamelele iumin kakien ko an federal im wawein kojerkale make lak ian im kabojrak ko.
23. Ewor am jimwe nan kajitok nan kakaal ikiken jimwe im eddo ko am.
24. Ewor am jimwe nan bok jerbal kein jen jerbal 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 for Kids Network im emaron jiban.

10.2 Jimwe im eddo ko an juon Member

Ewor jot men kwoj aikuj kommane ainwot juon parent ak rilale nan Delta Dental Smiles for kids. Ilo am kommane men kein ej jiban ajiri eo nejim bok jiban ko reman tata ikiken komman ni. Ej bar jiban kij jerbal ippam emanlak. Eddo kein ej:

1. Kwoj aikuj kajeon loore men kein nan ejmour eo am im ajiri eo nejim:
2. Kwoj aikuj jerbal ippenn takto in komman ni eo nan bok jen uno eo kwoj erra ie nan ajiri eo nejim.
3. Ne kwojab erra ippenn Delta Dental, kwoj aikuj kajeon mokta nan maron jolok jorren ilo am kojerkale Delta Dental Grievance Process (ainwot an kamelele ilo handbook in).
4. Kwoj aikuj katak ta eo Delta Dental Smiles for Kids ej im ejjab cover e.
5. Kwoj aikuj read i Handbook in nan melele wawein an jerbal kakien ko.
6. Ne kwonij kommane juon appointment nan ajiri eo nejim, kwoj aikuj kajeon in etal nan opiji eo an takto in komman ni eo ilo jejjot in awa. Ako ne koban kakwone appointment eo am, call e lak opiji eo nan joloke.
7. Kwoj aikuj emourur ilo kelet ko am ikiken ejmour eo an ajiri eo nejim.
8. Kwoj aikuj kwalok Delta Dental ID card eo an ajiri eo nejim kwoj bok lale ilo komman ni.
9. Kwoj aikuj in report jabdrewot riab ak bwod in jerbal ilo Delta Dental ako ro rej bed ilo lon. Menin emaron nan Delta Dental ak bar jot plan ikiken komman ni ak takto. Lale section eo ikiken 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 an ajiro eo nejim im bok kunam ilo am kommane katabar 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 an ajiri eo nejim maron in tobrak.

10.3 Kojerbale Jiban ko am Ilo Meletlet

1. Jab mok jerbal ko ajiri eo nejim ejjab aikuji.
2. Loore naan in rajang eo an takto in komman ni nan ajiri eo nejim. Menin enij jiban takto in komman ni im aolepen ejmour eo an ajiri eo nejim.
3. Jab kajeon in bok men ko rekajur im ajiri eo nejim 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 for Kids
- Delta Dental of Arkansas
- Juon takto in komman ni
- Jerbal ko emoj an ajiri eo nejim 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 for Kids jiban ko
- 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, AR 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 jerbal 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 jerbal, 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 jerbal jen Delta Dental. Juon appeal emaron in jerbal nan jabdrewot ian men kein ilal:

- Jab konan jerbal ko ak ne jej approve jirik in wot jerbal eo
- Komman limit ak kabojrak jerbal ko im Delta Dental emoj an approve
- Jab konan aolepen/jirik in juon kolla nan juon jerbal
- Jab lelak jerbal 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?

File

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, driklik, 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, AR 72124

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

11.7 Jerbal 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 jerbal 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 ebido 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 jerbal in appeal nan aolep Member ko im ro rej bok eddo in Network emaron in jilinoul (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 ekiloc 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.

Nejenij 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.

Ien 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 kojerbale jerbal 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 jerbal 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 Ien Hearing an State eo

Ewor bar juon ne nan boke elikin appeal eo ne:

- Kwojjab monono kin kelet eo ad 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 jerbal 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 ippenn 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 ajiri eo nejim 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 ajiri eo nejim. 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 an ajiri eo nejimikijen ejmour emaron ajeded ilo loblej ilo ien Jerbal e ien Ronjak an State eo.

11.9 Wonmanlak wot ilo Jiban ko an ajiri eo nejim

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 jinon ilo awa eo emoj likit lon
- Jerbal kein rekar jerbal jen juon takto in komman ni
- Awa in jerbal 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 an ajiri eo nejim, ak
 - Raan eo emoj karak nan an jerbal 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 jerbal 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 jerbal ko kwar kojerbale.

12.0 Riab, Kopij, Jorren, im Lap Kolla

12.1 Riab, Kopij, Jorren, im Lap Kolla

Jej lukkun 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 an 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 jerbal ak jerbal ko kwojjab aikuj. Jorren ej bar koba ta ko member rar kommane im ej jemlok ilo wonaan ko ejjab aikuj nan Delta Dental Smiles for Kids.
- **Riab.** Juon bwod in makitkit nan bok juon men ewor an aurok.
- **Kopij.** Bwod in Jerbal.
- **Lap an Kolla.** Jabdrewot joñan eo Dental Smiles for Kids enij kotlak ñan maroñ in kõllä. 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 an ajiri eo nejim nan bar juon armij bwe en kojerbale
- Lelak bill nan jerbal ko an ejmour kwojjab aikuj
- Lelak bill ko ruo alen ilo ejja jerbal eo wot
- Kojerbale code eo ebwod nan bill nan bok kolla ko jot
- Komman pepa ebwod ilo am komman oktak ilo:
 - Raan in jerbal eo nan juon claim:
 - Record in takto ko
- Kolla ak eppok an armij kein mone eok
- Bill nan jerbal ko emoj an armij ro jot kommane
- Lelak melele riab ak melele ko rebwod kin jerbal ko
- Riab kin jerbal ko remoj, ainwot ukot code in bill eo nan komman kolla ko jot
- Kakwone kolla ko relaplak ak jab report kolla ko relaplak Takto in komman ni ko remaron in kajje kin kolla ko relaplak rejanin kolla

- Lelak ak order jerbal ko im teej ko rejjab aikuj
- Lelak claim nan jerbal 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 ilo 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 Jerbal Ippen Armij ilo 1-800-482-8988.

Report nan kien eo an Federal

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

U.S. Department eo an Ejmour im Jerbal 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 an ajiri eo nejim

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

13.1 Melele eo an ajiri eo nejim 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 jerbal im ajeded jen Delta Dental.

Etke Delta Dental ej kojerbal im Ajeded PHI eo am?

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

Naat Delta Dental ej Aikuj Melim eo am Ilo Jaje (approve) nan Kojerbale ak Ajeded nan PHI eo an ajiri eo nejim?

Jej aikuji approve eo am ilo jeje nan kojerbale ak ajeded nan PHI an ajiri eo nejim nan un ko ejjab bed ilon.

Ta jimwe in make iam ko eped?

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

Elmen an Delta Dental Kejbarok PHI eo an ajiri eo nejim?

Jej kojerbale elon wawein nan kejbarok PHI eo am ilo company eo ad. Ej koba ippenn 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 kojerbale
- 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 ian ilo computer ko ad ilo ad kojerbale firewall ko im password ko

Ta eo Delta Dental ej aikuj kommane ilo Kien?

- Kakwone PHI an ajiri eo nejim make lak ian
- Lelak melele ko emoj am jeiki kin jerbal ko am im imenene in make lak iam kin PHI eo an ajiri eo nejim
- Loore term ko ikiken Naan in Kakol in Wawein imenene in Make lak iam
- Jerbal ippenn HIPAA, ej juon kakien ej kejbarok am make lak iam im jot nan PHI eo an ajiri eo nejim

Ta eo kwoj maron in kommane ne kwoj enjake Jimwe in Make lak an ajiri eo nejim im rejanin kejbarok?

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

Jeban lewaj 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 ikiken Imenene in Make Lak iam ej kin wawein ad kojeral im ajeded PHI. Naan in Kakol eo ad ikiken Imenene in Make Lak iam ilo www.DeltaDentalSmilesforKids.com. Kwemaron in bar ebbok copy in Naan in Kakol eo ad ikiken 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 an ajiri eo nejim (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	DeltaDentalSmilesforKids.com
Address nan Mail	P.O. Box 6247 Sherwood, Arkansas 72124

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

Arkansas Department eo an Jerbal ippenn 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 jerbal ko nan armij ro rejjab maron in makitkit nan kenan im ronjak eman ipped, ainwot

- Riukok ro ikijen kajin ko ilo kojerbal pa
- Melele ko rej jeje ilo wawein ko jot (print ko elap, ainikien, wawein ko ikijen koerbale kein jerbal kein)

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

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

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

Ne kwoj tomake ke plan in emoj an jab tobrik an lewaj jerbal 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 ippenn rikoõlaajrak Maron ko an Armij ilo Jikin eo aer (Civil Rights Coordinator) eo ilo mail, telephone, ak fax:

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

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

Ne kwoj aikuj jiban file e juon grievance, rikoõlaajrak Maron ko an Armij ilo Jikin eo aer (civil rights coordinator) enij bed nan jiban eok.

Komaron bar file juon complain ippenn U.S Department an Ejmour im Jerbal ippenn 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 Jerbal 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 Majō l, kwomaroñ bōk jerbal in jipañ ilo kajin ne am ejje lōk wōṇāān. Kaalok **1-866-864-2499** (TTY: 711).

Appendix C. History in Kakaal Handbook an Member

Section	Lale Kadru eo	Raan eo