Orange County Ryan White Dental Services
Client Frequently Asked Questions

1. **How do I get Ryan White dental services?**
   You will need to get a referral from a Ryan White case management or medical care provider:
   - 17th Street Care
   - AIDS Services Foundation (ASF)
   - AltaMed
   - Delhi Center
   - Laguna Beach Community Clinic (LBCC)
   - REACH Program
   - Shanti Orange County

   When getting the referral, choose the Ryan White dental office that is most convenient for you. After getting the referral, contact the dental office and make an appointment. Bring your referral form to your appointment. **A referral form must be completed and submitted every six months.**

2. **Where can I get Ryan White dental services?**
   You can get dental services at any of the four Ryan White-funded dental providers in Orange County
   - Santa Ana: Dr. Ly, 17th Street Dental Clinic
   - Santa Ana: Dr. Begino, Bristol Family Dental
   - Anaheim: AltaMed
   - Mission Viejo: Dr. Begino, Alicia Parkway
   - Laguna Beach: Dr. Garcia

3. **What services are not covered by Ryan White?**
   Ryan White does not cover dental implants, cosmetic procedures, periodontal services, or oral surgery. Providers may help refer you to other dental offices or dental schools that may charge for services.

4. **Can I get the same services at a non-17th Street dental office?**
   Yes, all of the providers can offer the same services. Non-17th Street dental providers can perform a list of basic dental services without requesting authorization. These basic services include dental exams, cleanings, x-rays, fillings, extractions, and drainage of abscesses. If additional or more complicated procedures (such as a root canal) are required, the non-17th Street dentist will have to request authorization. Authorizations should take no longer than five days if all forms and information provided is complete and sufficient. Crowns, bridges, and dentures are available to clients on a limited basis using a waiting list (see Question 8 below).

5. **Can I change my dentist at any time?**
   Yes, you can change your dentist at any time. However, to maintain continuity of care, it may be best for you to stay with the same dentist while a treatment is being completed. If possible, talk to your dentist or case manager before you change your dental provider.

6. **How long will it take to get my first appointment?**
   The time from referral to your first appointment will depend on each dental office's capacity and your dental needs. Dental offices will make every effort to see you for an emergency visit within 24 hours and a non-emergency appointment within three weeks.

7. **How long does it take to finish treatment?**
   The time it takes to complete treatment for **one** tooth is based on what needs to be done. Sometimes treatment can be done in one visit (for example, a cleaning or simple filling). Other treatments could take several visits to complete (for example, a bridge, root canal, or dentures). Talk to your dentist about the timeframe for finishing treatment for your situation.

8. **Can I get crowns, bridges, or dentures (advanced dental services)?**
   Due to limited funding, crowns, bridges, and dentures are provided to clients on a limited basis. There is a waiting list for these services that is prioritized based on the client's **medical or dental** need. Currently, the waiting time for a client can vary from months to years depending on the client's need. It is important for you to communicate any changes to your **medical or dental** need for advanced dental services to your case manager and/or dentist as it may affect your place on the waiting list. Any Ryan White dental provider can put a client on the waiting list for advanced services and provide the service.

Orange County Ryan White Dental Services
8 Reminders for Clients

1. Bring your completed "Oral Health Referral" form to your first appointment with a Ryan White dentist.

2. Get an updated "Oral Health Referral" form every six months or if you change Ryan White dentists before the six months is up.

3. Talk to your dentist or case manager before switching to another dentist.

4. Talk to your dentist or case manager any time you feel pain or a change in your condition.

5. Go to all of your scheduled appointments.

6. Be on time to all of your appointments.

7. Keep your contact information updated with your case manager and dentist.

8. If you can't make it to an appointment, call the dental office to let them know.