

THE DENTAL LET US KNOW PROGRAM



AmeriHealth Caritas Pennsylvania is eager to partner with the dental provider community in the management of our members.

We are here to help you engage members in their dental care, and to that end we offer the Dental Let Us Know program. We have many support teams and tools available to assist in the identification, outreach, and education of our members, as well as clinical resources for providers in their care management.

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How can you let us know about any issues or barriers to dental care our members may experience?

Use the new Member Intervention Request Form.

Fax this form to **1-866-208-8145** to request interventions for:

- Not showing up for appointments or follow-up care.
- Education on the importance of following a treatment plan.
- Education on proper use of the emergency room.
- Limited or no knowledge of plan benefits.
- Noncompliance with office policies or procedures.
- Requesting referral to Tobacco Cessation program.
- Requesting referral to Care Management program.
- Social determinants of health (food, education, housing, transportation).
- Other.

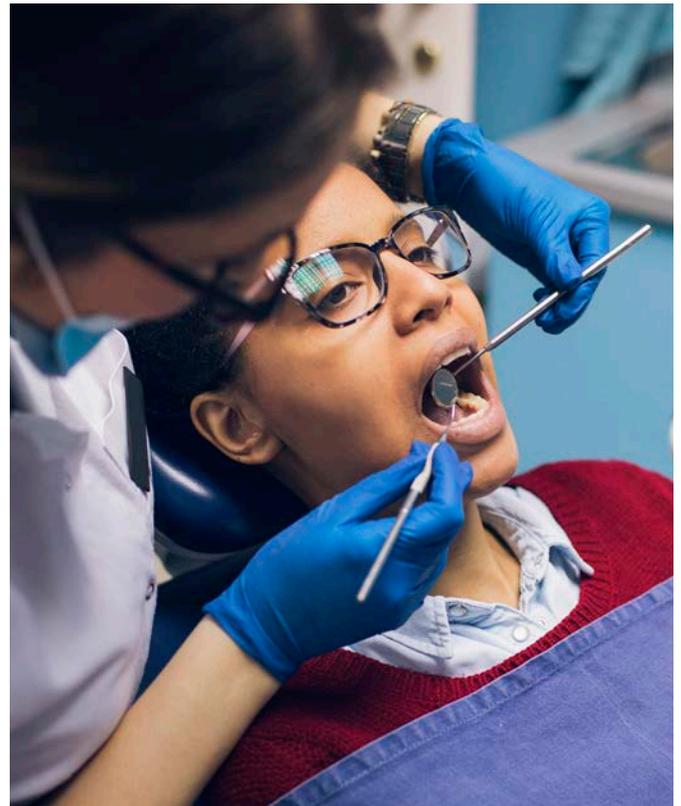
We will work with members for issue resolution.

The Dental Let Us Know program will work in conjunction with our other departments, which can be contacted at the following phone numbers:

Integrated Health Care Management: **1-877-693-8271, option 2**

Special Needs Unit: **1-800-684-5503**

Bright Start® (maternity program): **1-877-364-6797**



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