

Oral Health Program Frequently Asked Questions

Q: How long am I covered under this program?

A: Clients enrolled in the Guardian Dental Program will have access to services from April 1, 2021- March 31, 2022.

Q: What happens if I am disenrolled from the Ryan White Program?

A: If your case manager disenrolls you from the Ryan White program, then you will also be disenrolled from the Guardian Dental Program. Please make sure to recertify in a timely manner, to ensure your continued access to the dental program.

Q: Guardian has different tiers (i.e. gold, silver, bronze) on their website. Which one covers Ryan White?

A: Clients have access to all in network providers regardless of their tier status. You can visit any provider in the Guardian network under gold silver or bronze.

Q: Do I need a Guardian ID card to access services?

A: If you are enrolled in the Guardian Dental Program, you do not need an ID card to visit an in-network provider. Your name will be in the Guardian system, and which will allow for you to set-up an appointment at any in-network dental provider. You can reach out to TDH or your case manager to obtain an electronic ID card or through GuardianAnytime.com and Guardian App.

ID Card Example:



Q: What is my Member ID?

A: Your member ID is your RWES number with two zeros in the front.

Q: How can I find a dentist that is in the Guardian network?

- Please follow the specific instructions below and go to www.GuardianAnytime.com and complete a search for the nearest dentist to your preferred location.
 - Find a Provider → Search Providers → Plan Type = PPO
 - When searching for a specific provider: search by last name first, if no results try office name
 - Verify online information with phone call
 - Call 1-800-541-7846 to find an in-network provider if a client does not have internet access

Q: What happens if I go to an out-of-network provider?

A: If a client decides to gain dental care via a non-Guardian dentist, the dental services will not be covered by the Ryan White Part B Oral Health Program. Clients only have dental coverage with Guardian in-network dental providers.

Q: What is the annual deductible of the plan?

A: The Guardian Dental Program does not have an annual deductible.

Q: Is there a waiting period for dental services?

A: There is not a waiting period to receive dental services. As soon as a client is enrolled in the program, they can begin contacting dentists to set-up appointments.

Q: What happens if I reach the maximum benefit of \$1,500.00?

A: Clients are responsible for any cost that exceed the maximum benefit of \$1,500.00. Ryan White cannot pay any additional funds for dental care.

Q: What happens if I don't reach the maximum benefit of \$1,500.00?

A: The funds are available only during the Ryan White grant year (April 1, 2021-March 31, 2021) and will not roll over to the following grant year.

Q: How can I estimate how much dental services will cost?

A: To get an estimate of the cost of a dental procedure, follow the steps below.

1. Click the **My Benefits** tab on Guardian Anytime once your registered.



2. On the My Benefits Overview page in the Coverage column, click the **Dental** hyperlink.

3. At the top of the Benefit page, click the **Estimate the cost of dental care** hyperlink.



4. On the Estimate Cost of Dental Care screen, follow the 3 steps to obtain an estimated cost.

Estimate Cost of Dental Care Steps		
Step	Description	Action required
1	Select Procedure	Select the appropriate procedure and click Continue .
2	Input Zip Code	Enter your home Zip Code and click Continue .
3	View Cost	The estimated cost for both participating and non-participating dentists displays. Based on your plan's benefits (deductible and coverage percentage), you can calculate your cost. Note: For information on how to view your benefits, refer to How do I view my PPO Dental benefits and coverage information?

Q: How can I estimate the cost of major dental services?

A: Clients can submit a predetermination request to Guardian Dental.

- **What is the predetermination process?**

A predetermination offers an estimate of your financial responsibility, if any, for a specific service covered by the dental plan. A processed predetermination is valid for 12 months unless your benefits have changed. It does not include dates of service because it is submitted for processing before the services are performed. A predetermination is never required, but it is recommended for all services over \$300.

- **How to file a predetermination request?**

The member or provider can submit a predetermination request using a claim form or an itemized bill as long as it includes the following information.

- Patient name
- Member name
- Group number
- Member ID number



- Procedure codes
- Tooth number(s)
- Fee
- Dental provider name, address, and tax ID number
- **How long will it take?**
Predetermination requests are processed within 28 - 30 days unless they require additional information. If additional information is required, processing time depends on when the information is received. To check the status of the request, access GuardianAnytime.com or call us at 1-800-541-7846.

Predetermination Required Materials		
Service	Code	Required Material
Inlays		
Onlays	2500 - 2799,	
Crowns	2950, 2952, 2954,	
Crown buildup	2960, 2962	
Post and Core		
Veneers	4240, 4241, 4249, 4263,	
Gingival flap	4264, 4266, 4267	Radiographic image (X-rays)
Crown lengthening		
Bone grafts	6970, 6972, 6976,	
Guided tissue regeneration	6979, 6700 - 6799, 6973	
Abutment crowns		
Surgical extraction	7210, 7953	
Bone replacement graft		
Osseous Surgery		
Root planning and scaling	4260, 4261, 4341, 4342	Radiographic image (X-rays) and Periodontal charting
Tissue Graft	4270, 4271, 4273, 4275, 4276	Periodontal charting

Q: How do I reach Guardian Dental?

A: Call 1-800-541-7846 or visit GuardianAnytime.com

- To view FAQs: <https://guardianlife.custhelp.com/app/home>
 - You can then click on the “DENTAL” icon to browse by product.

Q: What if I wasn’t selected for the oral health program this grant year? How do I access other dental services?

A: Safety Net Dental Clinic Directory

- https://www.tnoralhealth.org/s/Safety-Net-Clinic-Directory_Statewide-101320-xzpt.pdf
- <https://www.tn.gov/health/health-program-areas/oralhealth/dental-care-for-tennesseans.html>
- <http://www.tnpca.org/>