

## 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](http://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 <b>Continue</b> .
2	Input Zip Code	Enter your home Zip Code and click <b>Continue</b> .
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. <b>Note:</b> For information on how to view your benefits, refer to <a href="#">How do I view my PPO Dental benefits and coverage information?</a>

**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](http://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](http://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.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/>