



STATE OF MARYLAND

DHMH

Office of Health Services  
Medical Care Programs

Maryland Department of Health and Mental Hygiene  
201 W. Preston Street • Baltimore, Maryland 21201

Martin O'Malley, Governor – Anthony G. Brown, Lt. Governor – John M. Colmers, Secretary

**MARYLAND MEDICAL ASSISTANCE PROGRAM**  
**Transportation Grants Transmittal No. 9**  
**July 1, 2009**

TO: Maryland Medicaid Transportation Grant Managers

FROM: Susan J. Tucker, Executive Director  
*Susan J. Tucker*  
Office of Health Services

NOTE: Please ensure that appropriate staff members in your organization are informed of the contents of this transmittal

RE: **Dental Benefits Administrator (DBA)**

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Effective July 1, 2009, dental services are no longer provided by Managed Care Organizations (MCO). Instead, Maryland Medicaid has contracted with a statewide Dental Benefits Administrator (DBA) to assist all Medicaid beneficiaries entitled to dental services with obtaining access to them. Doral Dental has been selected to serve as the DBA for all eligible beneficiaries who include: children under twenty-one; pregnant women up to their date of delivery; and, individuals eligible under the Rare & Expensive Case Management Program (REM). MCOs may still elect to enrich the services provided to adult HealthChoice beneficiaries by providing dental services. However, in such cases, the MCO still must arrange for needed transportation.

Eligible beneficiaries in need of transportation or their parents/representatives will contact their local Transportation Grant Manager to arrange transportation to dental services. To allow time to arrange transportation service, beneficiaries are to request transportation no less than 24-hours prior to the appointment. There may be instances, however, where transportation to an urgent dental appointment may be needed with less than 24 hours notice. In such cases, Transportation Grant Managers and their contractors are requested to make all reasonable efforts to provide necessary transportation.

To effectively provide transportation for beneficiaries eligible for dental services, the Department is implementing the following:

1. Transportation Grant Managers and/or their vendors should continue to screen requests for transportation per the established guidelines. Such screening includes: confirmation of Medicaid eligibility for dental services; availability of transportation; and exploration as to what the most appropriate mode of transportation is to meet the beneficiaries' needs;



2. For transportation to initial dental appointments, transportation is to be provided without medical documentation to support the mode of transportation authorized (i.e., physician certification form). For subsequent appointments, the appropriate medical documentation can be completed and submitted by the beneficiary's primary care physician, dentist or other medical professional knowledgeable of the beneficiary's medical condition; and
3. The Department has not implemented a time or distance limitation when providing transportation for dental visits. The DBA works with the beneficiary to assure access to the closest appropriate dental provider.

Successful implementation of the dental program is a Departmental priority. Our expectation is that the Transportation Grant Managers will make all reasonable efforts to facilitate transportation of qualified Medicaid beneficiaries to dental services. It may be necessary for the Transportation Grant Manager to work with the DBA and the Medicaid beneficiary to ensure access to dental services in some instances.

Should you have any questions pertaining to this information, please do not hesitate to contact the Medicaid Transportation Program at 410-767-1739. Thank you for your continued service to Maryland Medicaid Beneficiaries.