



## TO LEARN MORE, CONTACT US

### MassHealth Customer Service for Providers

#### Phone

1-800-841-2900, TTY: 1-800-497-4648  
Monday – Friday, 8 a.m. to 5 p.m.

#### Email

[providersupport@mahealth.net](mailto:providersupport@mahealth.net)

#### Fax

1-617-988-8974

#### Online

[MassHealth-dental.net](http://MassHealth-dental.net)

- For the most up-to-date office reference manual and other important documents select the “Dentists” tab and click on “Documents.”
- For member brochures and other educational materials click on “Documents” under the “Member” tab.

### Dental Customer Service

1-800-207-5019, TTY: 1-800-466-7566  
Monday – Friday, 8 a.m. to 6 p.m.



## A MESSAGE FROM DR. CATHERINE HAYES

Dental Director, MassHealth

Dental treatment for most children and adults with special needs can take place safely in general dental practice settings. Your expertise, skills, kindness and team approach are the perfect combination for providing compassionate care to these individuals in a stress free environment. A home care regimen which involves caregivers helps to minimize disease risk.

## ADDITIONAL RESOURCES

The American Academy of Developmental Medicine and Dentistry  
[aadmd.org](http://aadmd.org)

Special Care Dentistry Association  
[scdaonline.org](http://scdaonline.org)

Tufts Dental Facilities Program  
[dental.tufts.edu/patient-care](http://dental.tufts.edu/patient-care)



# SPECIAL NEEDS PATIENTS

A resource for the dental provider



DQ1487 (5.21)  
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## PROVIDING DENTAL SERVICES TO INDIVIDUALS LIVING WITH A DISABILITY

Patients with special needs due to physical, medical, developmental or cognitive conditions require special consideration when receiving dental treatment.

### TREATMENT

- Involve your team in creating a low stress environment.
- Take time to get to know your patient and their caregivers.
- Develop and implement stress management protocols.
- Use appropriate tools that improve safety and comfort, such as a mouth prop, pillows, rolled towels, sedation.
- Provide personalized home care to patients and their caregivers.

### TRANSPORTATION

- Members may be eligible for MassHealth transportation coverage.
- Providers must complete a Prescription for Transportation (PT-1) form on the member's behalf.
- To submit a PT-1, go to [mass.gov/how-to/request-transportation-for-a-member](https://mass.gov/how-to/request-transportation-for-a-member).
- If you need assistance completing a PT-1 form, contact MassHealth at 1-800-841-2900.
  - Select 2 for "MassHealth Providers"
  - Select 3 for "All other providers"
  - Select 3 for "Transportation requests" to check on a submitted transportation request
  - Select 8 for further assistance and to speak with a representative

## MASSHEALTH DDS

The Massachusetts Department of Developmental Services (DDS) provides supports for individuals with intellectual and developmental disabilities including Autism Spectrum Disorder, Prader-Willi Syndrome and Smith-Magenis Syndrome.

MassHealth covers dental care for children and adults with special needs.

### Adults' DDS Dental Benefits

- Oral exams (2 times per calendar year)
- Some periodontal (gum) services
- X-rays
- Dentures
- Cleanings (2 times per calendar year)
- Extractions (tooth-pulling)
- Root canal treatment
- Anesthesia
- Oral surgery
- Crowns
- Fillings

### Children's DDS Dental Benefits

- Oral exams (2 times per calendar year)
- X-rays
- Cleanings (2 times per calendar year)
- Fluoride (every 90 days)
- Sealants (on permanent molars)
- Braces (if qualified)
- Root canal treatments
- Space maintainers
- Oral surgery
- Extractions (tooth-pulling)
- Anesthesia
- Crowns
- Fillings
- Any other medically necessary dental service

For more information on DDS eligibility, visit [mass.gov/dds-eligibility-services](https://mass.gov/dds-eligibility-services).