



CountyCare  
A MEDICAID HEALTH PLAN



# Healthy Smiles Program

## INTRODUCING

# Healthy Smiles Program

**Oral health is the health of your mouth. This includes your teeth, gums, tongue, jaw, lips, that allows you to smile, speak, and chew. Good oral health is important to your overall health and well-being. Many health problems, like diabetes, heart disease, and other conditions, are linked with oral health. It's important to talk to both your dentist and primary healthcare provider (PCP) about your oral health.**

## How To Take Care of Your Oral Health

Here are some simple steps to take care of your oral health:

- Brush your teeth twice daily using toothpaste with fluoride.
- Floss at least once a day.
- Avoid smoking or chewing tobacco.
- Limit alcohol.
- Get cleanings twice a year at the dentist's office.
- Manage chronic diseases like diabetes and heart disease.
- Eat a healthy diet and limit sugary foods.

## How To Help Your Children

Good oral healthcare begins before a baby's first tooth appears. Just because you can't see the teeth doesn't mean they aren't there. Here are some tips to help you care for your children's oral health.

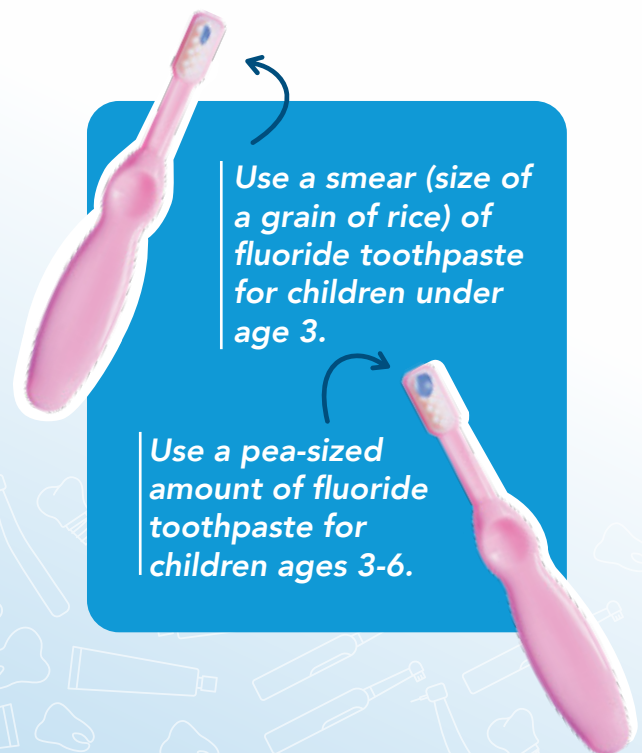
### For Babies:

- Wipe gums twice a day with a soft, clean cloth in the morning and before bed to wipe away bacteria.
- When your baby gets teeth, brush twice a day with a soft, small bristled toothbrush and toothpaste (about the size of a grain of rice). For children younger than 2, talk to your dentist about using fluoride toothpaste.
- When two of your baby's teeth touch, begin flossing between them.
- Visit the dentist by your baby's first birthday.

### For Children:

- Brush teeth twice a day with fluoride toothpaste. Use a pea-sized amount and spit out the remaining toothpaste.
- Floss at least once a day.
- If your child is younger than 6, watch them brush.
- Get cleanings twice a year at the dentist's office.
- Eat a healthy diet and limit sugary foods

*To learn more information about your dental benefits, call Member Services at 312-864-8200, 711 (TDD/TTY).*



## Your Covered Dental Services

A list of some of the dental services covered by CountyCare is below. The complete list can be found on our website at [www.countycare.com](http://www.countycare.com).

### Age 20 and younger

- Dental exam and cleaning (1 every 6 months)
- Medically necessary braces
- Fluoride treatment, oral surgery, X-rays, sealants, fillings, crowns (caps), root canals, dentures and denture repairs, extractions (pulling teeth), emergency dental services

### As an added benefit, CountyCare also covers:

- Retreatment of root canals

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**All members are covered for emergency dental services.**

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### Age 21 and older

- X-rays, fillings, crowns (caps), oral surgery, extractions (pulling teeth), dentures and denture repairs, emergency dental services
- Pregnant members get regular checkups, cleanings and periodontal work (deep cleaning and tooth scaling)

### As an added benefit, CountyCare also covers:

- Dental exams and cleanings (1 every 6 months)
- Adjustment and removal of braces that were applied under the age of 21
- Partial dentures
- Root canals (all teeth)
- Retreatment of root canals

## Get the most out of CountyCare

### Follow these steps



1

#### KNOW WHAT'S COVERED

CountyCare covers your medical, dental and pharmacy services.

2

#### PRACTICE GOOD ORAL HEALTH

Visiting a dentist twice a year and brushing and flossing twice a day can help protect your mouth and teeth at any age. Problems with your teeth, gums or other parts of the mouth can lead to some diseases or health conditions.

3

#### SCHEDULE YOUR DENTAL EXAMS

Dental cleanings can help prevent cavities and other problems with your teeth and gums. Visit your dentist twice a year. In order to receive dental services, you must go to an in-network provider. You can find a CountyCare dental provider by going on our website [www.countycare.com](http://www.countycare.com), or by calling CountyCare Member Services at 312-864-8200, 711 (TDD/TTY).

4

#### KNOW WHO TO CONTACT

If you have questions about specific services, please call CountyCare Member Services at 312-864-8200, 711 (TDD/TTY).



# Common Dental Terms

Below are some common dental and oral health terms with definitions you may find helpful.



**Abrasion:** Loss of tooth's structure due to brushing too hard or teeth grinding.

**Abscess:** Localized inflammation that contains pus and is usually swollen and tender.

**Abutment:** Natural tooth that supports a dental implant.

**ADA:** American Dental Association.

**Anterior teeth:** Six lower and six upper front teeth.

**Analgesia:** Numbing agent that lessens pain without loss of consciousness. A common example is Novocaine.

**Amalgam:** Material used in fillings to repair cavities. It usually consists of mercury, silver, and other materials.

**Bite:** How upper and lower teeth meet when mouth is closed.

**Bitewing:** X-ray of mouth that helps detect cavities and tooth decay.

**Bleaching:** A technique that removes stains from teeth through laser or chemical treatment.

**Bonding:** A technique that uses tooth-colored composite resin to repair cracked, or discolored teeth.

**Braces:** Orthodontic devices that help to reposition teeth.

**Bruxism:** Involuntary grinding of teeth.

**Calculus:** Hard residue that forms on the surface of teeth due to the buildup of plaque. Also known as tartar.

**Caries:** Tooth decay. A common cause for cavities.

**Cavities:** A hole in the tooth due to tooth decay.

**Cleaning:** Procedure that involves removing plaque and tartar from teeth.

**Cosmetic dentistry:** Treatment procedures that are performed to enhance your smile. Like teeth whitening and porcelain veneers.

**Deciduous teeth:** Also known as baby teeth.

**Deep Cleaning:** Procedure that involves cleaning teeth in between the gums to the roots below the gum line.

**Deep Scaling:** Procedure done beneath the gum line to remove tartar (through manual scraping) from teeth using a dental scaler. It involves using ultrasonic devices to remove plaque from teeth surface.

**Dentures:** Removable teeth that rest on the gums.

**Extraction:** Removal of teeth.

**Filling:** Material that goes into a drilled and cleaned tooth to restore its structure. The two types of dental filling include amalgam, which is made from silver and mercury, and composite, which is white and metal-free.

**Gingivitis:** Inflammation of the gums. It is the early stage of gum disease and is often caused by plaque buildup.

**Halitosis:** The condition of bad breath.

**Impacted tooth:** Tooth beneath the gum tissue that is unlikely to grow out on its own.

**Laminate veneer:** Plastic or porcelain shell that's placed at the front of the tooth to strengthen it and improve its appearance.

**Mandibular:** Lower jaw.

**Maxillary:** Upper jaw.

# Common Dental Terms

*Continued*

**Overbite:** Vertical overlap of your front teeth.

**Partial dentures:** Removable appliances that replace sections of missing teeth.

**Periodontal disease:** General term for gum disease and inflammation.

**Prophylaxis:** Cleaning of teeth and gums.

**Radiographs:** X-rays.

**Restoration:** Replacement of missing or damaged teeth.

**Root canal:** Procedure to save an abscessed tooth. This procedure can bring relief from pain if tooth is severely infected.

**Periodontal or tooth scaling and root planing:** Common dental procedures to treat gum disease. It is also called deep cleaning.

**Unerupted tooth:** Tooth that has not pushed through the gums.

**Wisdom teeth:** Third set of molars that are the last to come in. Sometimes, they can damage surrounding teeth and must be extracted.

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## IMPORTANT PHONE NUMBERS & CONTACTS

**Emergency Services:** 911

**Member and Provider Services:** 312-864-8200  
855-444-1661 (toll-free) 711 (TDD/TTY)

**24-Hour Nurse Advice Line:** 312-864-8200

**Website:** [www.countycare.com](http://www.countycare.com)

## OTHER RESOURCES

**Social Security:** 1-800-772-1213

TTY 1-800-325-0778

**Birth Certificates:** 312-603-7790

**Child Support:** 312-603-3055

**Child Care Assistance Program:** 312-823-1100

CountyCare complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

ATTENTION: If you speak ENGLISH, language assistance services, free of charge, are available to you. Call 312-864-8200 / 855-444-1661 (toll-free) / 711 (TTY).



**ATENCIÓN :** Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 312-864-8200 / 855-444-1661 / 711 (TTY).

**UWAGA:** Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 312-864-8200 / 855-444-1661 / 711 (TTY).

**注意:** 如果您使用繁體中文, 您可以免費獲得語言援助服務。請致電 312-864-8200 / 855-444-1661 / 711.

This document is also available in other languages. Please contact us at 312-864-8200 to request this document in another language.

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