



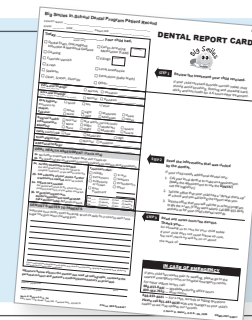
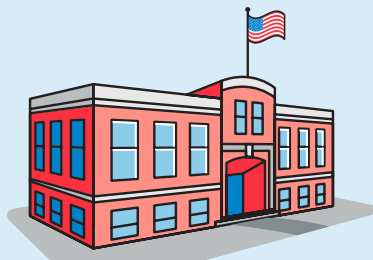
In-School Dental Care Follow-Up

Big Smiles is a dental home, but occasionally additional care is needed.



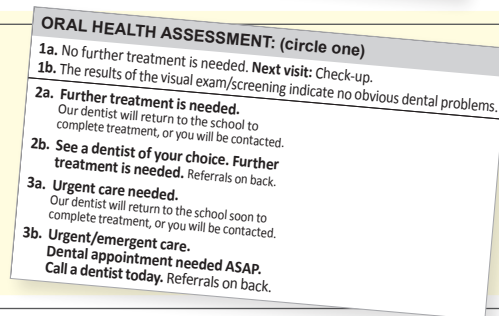
1. At the school visit

- Every child receives a dental report card to take home the day of the dental visit.
- The school receives a copy, too!



2. Additional treatment

- The clinical team determines if further treatment is needed.
- Follow up care may be provided at the next in-school dental visit.
- If care cannot wait, a referral is made to an external dentist.



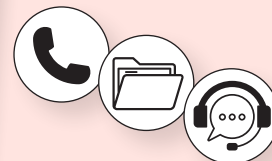
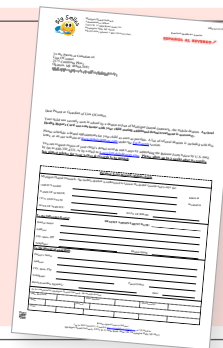
3. Case management — urgent care

- Our clinical case managers follow up within 24 hours with parents whose children need urgent dental care.
- Three (3) outreach attempts are made by phone, email and letter.
- An after-hours phone number is provided to parents.



4. Care coordination follow up

- Our care coordinators call parents of children needing additional care* the next business day after the visit.
- A hard copy letter is also mailed.
- Dental records are provided as needed.
- A parent call center is available (bilingual).



*No calls for orthodontic referrals

5. Finding a dentist

A list of dentists is provided on the

- Take-home report card
- In-school dental program website
- Letter mailed to parents

Listings are also on insurekidsnow.gov and freedentalcare.us

