

## Frequently Asked Questions and Answers

- 1. I have questions about how to fill out the application; who can I call?**
  - Do your best to complete as much as you can. Remember to sign page 4 of the application. When you are on top of the waitlist, we will call you to review your application together.
- 2. How will I know if you received my application?**
  - A postcard will be mailed to you within a month of your application being received.
- 3. How can I find out where I am on the waitlist or how long I have to wait?**
  - I am sorry we are unable to answer this question. The waitlist is based on the number of volunteers in your area and how many people are already waiting for services.
- 4. I have a dental emergency, can you help?**
  - We do **NOT** offer emergency treatment for a couple of reasons: First, we have a waitlist. Second, even if you become a patient in the program, it could take 4 weeks or longer to find you a dentist.
- 5. How far will I have to travel?**
  - We will try to send you to a volunteer who is close to where you live.
- 6. Where do I send my required documents for my application?**
  - The mailing address and fax number for the coordinator are on your state's page. Visit [dentallifeline.org/our-state-programs/](http://dentallifeline.org/our-state-programs/) and select your state.
- 7. Who pays the dentists?**
  - Dentists are not paid by anyone. They have agreed to donate their time to treat our patients.
- 8. What kind of dental work can I get through the DDS program?**
  - The dentist will come up with the treatment plan. The goal is to make sure you are pain-free and able to eat properly.
  - The DDS program does not typically provide dental implants.
- 9. Is there an income limit to get help?**
  - The program is here to help people who cannot afford the treatment they need. Each application will be reviewed to decide whether you qualify for dental care. If you believe you cannot afford your dental care, please apply.
- 10. What should I write in the Referral Agency Section?**
  - Please give the name of the agency that gave you the application or the name of the agency that you go to for services; such as dialysis clinics, human services organizations, aging services, etc.
- 11. What does "Medically Triage" mean?**
  - If you check "Yes" to one of the questions on page one (1) of the application, you could be "medically triage." This means your dental needs may be affecting your health.
- 12. Who can fill out the Medical Triage form?**
  - Please take the Medical Triage form to your treating physician or nurse.
- 13. Can I choose the dentist I go to?**
  - No. We match you with a dentist from the program who is located near where you live.