

Meeting appointment and availability standards

Timing matters in dental care

Texas Health and Human Services requires dental professionals who provide services for enrollees of Children's Medicaid and Children's Health Insurance Program (CHIP) to meet specific appointment and availability standards. These standards help ensure our members have the best opportunities for quality care when they need it.

Dental and administrative services	Appointment and availability standards
Referrals for specialty care	No later than 30 calendar days
Therapeutic services, such as crowns, fillings, root canals and extractions	Within 14 calendar days
Preventive services to protect teeth from damage due to cavities, worn enamel and gum issues	Within 14 calendar days
Services to treat urgent care needs, such as excessive bleeding, pain	Within 24 hours
Non-urgent specialty care	Within 60 calendar days of authorization
After-hours emergency voicemail or email reply with emergency	Immediate
A phone answering service or a system that forwards after-hours calls to be answered by a live, on-call provider	Immediate



We're here to help

Questions about these standards? Please reach out to Provider Services at **800-527-1764**.