



ACCESSING DENTAL CARE DURING THE CORONAVIRUS CRISIS

This resource will be regularly updated. [Please check this link to ensure you are viewing the most recent version.](#)

What dental care can I receive right now?

- The Massachusetts Dental Society has advised dental offices to remain closed for non-urgent and elective treatments (such as dental cleanings, fillings, or caps) until May 4, 2020.
- Dentists can only provide urgent or emergency dental treatment to their patients inside their offices.

What should I do if I have a toothache or dental pain? If my dentists' office is closed, where should I go?

- First call your dentists' office. While their office may be closed, dentists are still expected to be available to speak with their patients and manage any dental concerns and/or emergencies.
- If your dentist is unable to provide emergency care they have been advised to refer you another dental provider, community health center or to the hospital as a last resort.
- Dental providers may be able to provide some telehealth services to do limited (virtual) oral health exams via public-facing platforms such as FaceTime, Zoom, or WebEx.

What if I don't have a dentist or a dental home?

- If you are a MassHealth member, contact the MassHealth DentaQuest customer service team and they will connect you with a MassHealth Member Intervention Specialist who will help you find a dentist.
 - Phone: 1-800-207-5019
 - Email: <http://www.masshealth-dental.net/MemberSubmitEmail>.
- If you have private insurance, contact your insurance carrier directly.
- Use the American Dental Association *Find-A-Dentist* tool online
 - Phone: 1-800-621-8099
 - <https://findadentist.ada.org/>

What if I don't have dental insurance?

- Contact the MassHealth DentaQuest customer service team and they will help determine if you qualify to receive MassHealth dental coverage.
 - Phone: 1-800-207-5019
 - Email: <http://www.masshealth-dental.net/MemberSubmitEmail>.
- Contact your nearest [Community Health Center](#).
- Apply for health and dental insurance coverage on the Massachusetts Health Connector
 - Phone: 1-877-623-6765

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- <http://www.MAhealthconnector.org>