

**COUNTY OF ORANGE  
HEALTH CARE AGENCY**

**RYAN WHITE DENTAL REFERRAL PROCESS FOR REFERRING PROVIDERS**

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**Orange County Ryan White Dental Service Providers**

Effective July 1, 2017, there are four options for Ryan White-funded Dental Services in Orange County. The list below indicates the various insurances that the providers will accept. Be sure to review the insurances prior to making the referral.

1. 17<sup>th</sup> Street Dental Clinic (Health Care Agency-HCA Dental): 1725 W. 17<sup>th</sup> Street, Santa Ana, 92706  
Business hours: Monday-Friday 7:30 am - 4:00 pm, closed 11:30am - 12:30pm  
Phone: (714) 834-8408 or Fax: (714) 834-8377  
**Accepts: Ryan White and Denti-Cal**
  
2. Bristol Family Dental (Dr. Begino): 2618 S. Bristol Street, Santa Ana, 92704  
Business hours: Monday-Thursday 10:00 am - 5:00 pm, Friday 9:00 am - 4:00 pm  
Phone: (714) 540-7101  
**Accepts: Ryan White and Denti-Cal**
  
3. Laguna Beach Dental (Dr. Garcia): 362 Third Street Suite #2, Laguna Beach, 92651  
Business hours (subject to change): Monday-Friday 8:00 am - 5:00 pm, closed 12:00pm - 1:00pm  
Phone: (949) 494-2111  
**Accepts: Ryan White and Denti-Cal**
  
4. OC Art of Dentistry (Dr. Garcia): 2700 N. Main Street, Suite 115, Santa Ana  
Business hours: To be Determined  
Phone: (714) 676-1900  
**Accepts: Ryan White only**

**How to Refer a Client**

1. **Process for Referrals.** The process for referrals is different for the 17<sup>th</sup> Street Dental Clinic compared to the other dental providers as follows:

	<b>17<sup>th</sup> Street Dental</b>	<b>Other Dental Providers</b>
Dental Referral Form Submission	17 <sup>th</sup> Street Dental: Fax: (714) 834-8377	Specialty Care Coordinator: Fax: (714) 834-8418 Encrypted email: <a href="mailto:Specialtyreferrals@ochca.com">Specialtyreferrals@ochca.com</a>
Authorization to Release Information	Authorization to 17 <sup>th</sup> Street Dental only.	Authorization must include Health Care Agency and Dental Provider.
ARIES Consent W/ Referral	N/A	Must submit for non-share clients only with EVF Supplemental Form.

2. **Referral Form Completion.** The referral form must be completed in its entirety. Providers must review insurance prior to submitting referrals to ensure that referrals are made based on the type of insurance the provider accepts. If a patient has Medi-Cal, please include the Benefits Identification Card (BIC) number from the state, not the CalOptima number. If a patient does not have Medi-Cal, indicate N/A for Medi-Cal number. Failure to fully complete the form, or using an outdated form, will result in the form being rejected and returned to referring provider.
3. **Process for Email Referral Submission.** Referrals can be emailed to [Specialityreferrals@ochca.com](mailto:Specialityreferrals@ochca.com) based on the following requirements:
  - Referrals can only be submitted for the “Other Dental Providers”. Referrals for 17<sup>th</sup> Street Dental must still be submitted directly to 17<sup>th</sup> Street Dental via fax to (714) 834-8377.

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- All emails submitted must be encrypted.
- Submit a completed referral for only one client at a time. Do not batch referrals. The completed referral should include the following: Dental Referral Form, Release of information (for initial referrals only), ARIES Consent and EVF supplemental (for Non-share clients only).
- The subject of the email should be: ARIES ID of Client – Dental Referral (i.e., 100200300-Dental Referral). Do not use the client chart number or agency ID.

**Scheduling an Appointment**

1. The dental provider will contact the client to schedule an appointment once the referral form has been received.
2. The referring provider may follow up with the client to ensure the appointment has been made.

**ARIES Form**

1. All clients requesting Ryan White dental services must be in ARIES. The referring provider must check ARIES prior to submitting the referral.
  - If the patient is not in ARIES, the provider must gather appropriate consent and data information and input it into ARIES prior to submission of the referral.
  - If the client is share in ARIES, additional ARIES information is NOT required with the referral.
  - If the client is non-share in ARIES, an ARIES consent form must be completed indicating that the patient consents to their information being in the Health Care Agency (17<sup>th</sup> Street Care) ARIES system.

**Overview of Service Timeline**

1. **Initial Appointment:** The time from referral to initial appointment varies based on dental needs. Dental staff shall make every effort to provide a non-emergency appointment within three (3) weeks of referral. The dental provider will call the patient to make an appointment, once the approved referral is received.
2. **General Dental Service Completion:** The timeline for dental service completion is based on the client's treatment plan and the dental provider's capacity. For non-HCA dental providers, there is a list of preauthorized services that can be done at the initial visit or within a timeframe established by the dental provider. A prior authorization is required for additional services. Prior authorization requests are reviewed within five (5) business days of receipt of the request.
3. **Major Dental Services:** Availability of major dental services (i.e., crown, bridges, and dentures) is limited based on funding. If a client requires major dental services, he/she will be placed on a waiting list. The waiting list is prioritized based on the client's presenting needs and symptoms as assessed by the dentist. Currently, the waiting time for a client can vary from months to years depending on their presenting symptoms. Once a client is placed on the major dental services wait list, they should be given information about where they are on the wait list by their dental provider. If a client's major dental care need changes, they should be reevaluated by the dentist.

**Contact Information**

For questions about services at the 17<sup>th</sup> Street - HCA Dental Clinic, please contact **Jenna Sarin** at:

Email: [JSarin@ochca.com](mailto:JSarin@ochca.com) Phone: (714) 567-6225

For questions about dental services at non-HCA dental providers, please contact **Krystal "Sofie" Batshoun** at:

Email: [KBatshoun@ochca.com](mailto:KBatshoun@ochca.com) Phone: (714) 834-8101