

Consumer Toolkit for Recruiting Dentists



Together, let's open
doors to dental care for
people with disabilities.

Your Voice Matters



Welcome

We're glad you're here! Many Kansans with Medicaid—especially people with disabilities—still struggle to find a dentist. This toolkit gives you simple ways to talk with dentists about accepting Medicaid and caring for people with disabilities. You don't need to be an expert! By speaking up, you can help more people get the dental care they need.

How to Use This Toolkit

- 1. Learn:** Review the fact sheet included in this toolkit. It is designed for you to share with dentists. It explains the challenges people with disabilities face and why accepting Medicaid matters.
- 2. Reach Out:** Use the sample email or phone script to connect with dentists. Make it personal by adding your own story or the experience of someone you know.
- 3. Have a conversation:** When meeting with dentists, their staff, or others in your community, use the conversation talking points provided. They'll help you stay clear and focused.
- 4. Spread the Word:** Share the included social media posts and graphics to raise awareness and build support for better access to dental care.
- 5. Connect:** Help dental offices find more resources and support:

Oral Health Kansas: www.oralhealthkansas.org | info@oralhealthkansas.org

Pathways to Oral Health: <https://pathwaystooralhealth.org/dental-providers/>

- Information on Medicaid reimbursement and provider enrollment
- Training and resources for caring for people with disabilities
- How to benefit your office by using the My Dental Care Passport

In a hurry? Start by giving the fact sheet to your dentist or posting a graphic on social media.

**By sharing your voice and encouraging others to do the same
you're helping open doors for better oral health for all
—regardless of ability.
Share your story today! Every voice matters.**



— A PROJECT OF ORAL HEALTH KANSAS —

Sharing Your Message:

How to Talk with Dentists and Your Community

You don't need to be an expert to make a difference. Anyone in your community can be an advocate for better oral health. Every email, text, phone call, or conversation helps dentists understand why accepting Medicaid and welcoming people with disabilities is so important. Here are some examples of ways to share your message with confidence.

Sample Email |

Subject: Helping Improve Dental Access in Our Community

Hello [Dentist's Name or Office Manager],

My name is [Your Name], and I live in [Your Community]. Many families here rely on Medicaid but struggle to find a dentist who accepts it, and people with disabilities face even greater barriers. Would your office consider becoming a Medicaid provider or welcoming more patients with disabilities? Kansas Medicaid has recently improved rates and coverage. I've attached a short fact sheet from Oral Health Kansas with details, and they can connect your office with resources and training to help. Thank you for considering this important step to strengthen our community.

Sincerely,

[Your Name and contact information]

**Optional if this is your own dentist:* I'm a patient at your office and wanted to share information that I believe could make a big impact for families in our community.

Tip: Share your personal story about why this matters to you or someone you know.

Sample Text Message |

Hi [Dentist's Name], this is [Your Name] from [Your Community].

Many families here rely on Medicaid and struggle to find dentists who accept it, especially people with disabilities. Would your office consider becoming a Medicaid provider or welcoming more patients with disabilities? Oral Health Kansas has resources to make it easier—happy to share a short fact sheet if you'd like to learn more!

Sample Phone Script |

Hello, my name is [Your Name]. I'm calling because many families in our community rely on Medicaid and have a hard time finding dental care. People with disabilities especially struggle to find a dentist who can meet their needs.

I'd love to share a short fact sheet from Oral Health Kansas that explains more. Could I drop it off or email it to the office manager or dentist?

Thank you for your time and for considering ways to support families in our community.

**Optional if this is your own dentist:* As someone who really values the care your office provides, I wanted to share a concern I see in our community.

Sample Social Media Posts |

You do not need to be an expert to help make a difference. A simple post or share can encourage more dentists to accept Medicaid and welcome people with disabilities into their care. Use these examples to help raise awareness and connect others with helpful resources.

Each post can be shared on Facebook, X (Twitter), Instagram, or LinkedIn. You can also add your own story or tag local dental offices and community groups to make your message more personal. The below hashtags can be considered to use when building your social media posts:

#PathwaysToOralHealth #Accessibility #HealthySmiles #OralHealthKansas

Sample Post 1:

“Too many Kansans with disabilities still struggle to find a dentist who accepts Medicaid. When dental offices open their doors to everyone, our communities become healthier and stronger.

Learn how to support this effort at <https://pathwaystooralhealth.org/>.

Pathways to Oral Health is a project of Oral Health Kansas.”

Sample Post 2:

“Dentists who accept Medicaid and welcome patients with disabilities make a lasting difference. Kansas Medicaid now offers higher reimbursement rates and expanded adult coverage, making participation easier than ever.

Find resources and support at <https://pathwaystooralhealth.org/dental-providers/>

Pathways to Oral Health is a project of Oral Health Kansas.”

Sample Post 3:

“Every Kansan deserves a healthy smile. Barriers like transportation, communication, or cost should not stand in the way of care. By accepting Medicaid, dentists can help remove these barriers and strengthen their communities.

Learn more at <https://pathwaystooralhealth.org/>

Pathways to Oral Health is a project of Oral Health Kansas.”

Sample Post 4:

“Kansas has improved Medicaid dental rates and expanded coverage for adults, creating new opportunities for dentists to make an impact. Even adding a few new Medicaid patients can open doors for families who have been waiting for care.

Explore how to become a provider at <https://pathwaystooralhealth.org/dental-providers/>

Pathways to Oral Health is a project of Oral Health Kansas.”

Sample Post 5:

“The My Dental Care Passport helps people with disabilities share their preferences, comfort needs, and care details with dental staff. It makes dental visits smoother and more comfortable for everyone.

Download the Passport in English or Spanish today at <https://pathwaystooralhealth.org/my-dental-care-passport/>

Pathways to Oral Health is a project of Oral Health Kansas.”

Sample Post 6:

“Finding a dentist can be hard for people with disabilities, but it doesn’t have to be. Oral Health Kansas and Pathways to Oral Health offer resources, training, and support to help offices become Medicaid providers and better serve every patient.

Explore how to become a provider at <https://pathwaystooralhealth.org/dental-providers/>

Pathways to Oral Health is a project of Oral Health Kansas.”

Sample Post 7:

“As a dentist, your work is more than just a profession. It is a chance to impact lives. Becoming a Medicaid provider through KanCare allows you to offer essential dental care to individuals who need it most, including patients with disabilities. It is truly meaningful work that makes a lasting difference in your community.

Visit <https://pathwaystooralhealth.org/dental-providers/> to learn more about how to become a KanCare provider.

Pathways to Oral Health is a project of Oral Health Kansas.”

Conversation Talking Points |

Talking with dental staff or community members about improving access to care can feel intimidating, but even short, respectful conversations can spark change. Use these examples—or adapt them in your own words—to explain why this issue matters and invite others to be part of the solution.

With Dental Staff (receptionist, office manager, or dentist):

- “Your office is already such an important part of the community—accepting Medicaid could help even more families get the care they need.”
- “I know providing care to people with disabilities can feel challenging, but with the right support and resources, your office could make a huge difference.”
- “Dentists who accept Medicaid and welcome patients with disabilities are seen as real community leaders. Have you ever thought about being part of that change?”
- “Kansas Medicaid has recently improved rates and coverage, so now is a great time to consider enrolling.”
- “Even adding just a few new Medicaid patients could open doors for families who’ve been waiting a long time for care.”

With Community Members (friends, neighbors, faith groups, organizations):

- “When more dentists accept Medicaid and welcome people with disabilities, our whole community is healthier.”
- “Even one conversation with your dentist can open the door for families who need care.”
- “The more of us who ask, the more dentists will see how important this is to our community.”
- “You don’t have to be an expert—just sharing that this matters to you can inspire change.”
- “Imagine how much stronger our community would be if everyone had access to dental care.”

“The children with Medicaid are my children’s, now my grandchildren’s, best friends. I sit by them in church and see their parents in the grocery store. In short, I feel that serving those children from financially disadvantaged families and the special needs population is a part of my social and professional responsibility.”

- Dr. Nick Rogers, Arkansas City, KS

Understanding the Dentist's Perspective on Medicaid |

Many dentists want to serve their communities but are hesitant to participate in Medicaid because of concerns about how the program works. Knowing their perspective can help you respond respectfully and build common ground.

Common Concerns and Suggested Responses

1. Low Reimbursement Rates

Dentist's concern: Medicaid doesn't pay enough to cover the cost of care.

Suggested response: Reimbursement has been a challenge in the past, but Kansas has recently improved rates for many dental procedures. In addition, adults are now covered for most dental services without any annual limit or cap. Many dentists balance their practice by serving both Medicaid and privately insured patients. Medicaid also provides access to a large patient base, which helps fill schedules and build loyalty in the community.

2. Administrative Burden

Dentist's concern: The paperwork and billing process for Medicaid take too much time.

Suggested response: The Kansas Medicaid system has made improvements in streamlining claims and providing support. With staff training and experience, the process becomes routine and manageable. Many offices find that once their team is comfortable, billing Medicaid isn't much different from working with private insurance.

3. Missed or Cancelled Appointments

Dentist's concern: Medicaid patients are more likely to miss appointments.

Suggested response: Transportation and scheduling can be barriers, but each Medicaid Managed Care Organization (MCO) pays for transportation assistance to help individuals with Medicaid coverage get to appointments. Many offices also find that reminder systems, flexible scheduling, and working with caregivers can reduce no-shows. Serving people covered by Medicaid often leads to strong, lasting relationships.

Medicaid Improvements at a Glance

- ✓ **Higher Reimbursement Rates:** Many dental procedures now pay more, making Medicaid participation more sustainable.
- ✓ **Expanded Adult Coverage:** Adults are covered for most dental services with no annual limit or cap.
- ✓ **Transportation Support:** Medicaid Managed Care Organizations (MCOs) pay for transportation to reduce missed appointments.
- ✓ **Streamlined Billing & Support:** Kansas Medicaid has improved administrative processes, and training/resources are available to help your team feel confident.

Be the Dentist Your Neighbors Can Count On



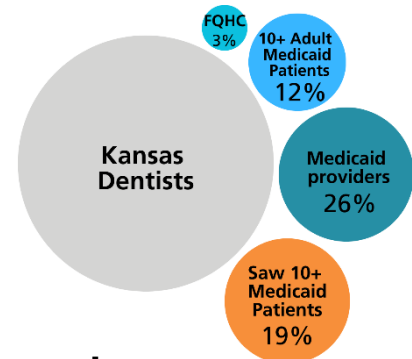
Oral Health in Kansas

Every week, Kansas families with Medicaid coverage call dental offices seeking care—often without success.

- More than 400,000 Kansans rely on Medicaid (KanCare) insurance.
- **Adults with disabilities** face the greatest barriers to dental care, and poor oral health can have a profound impact on their overall health.

Why Your Participation Matters in Kansas

Only one in four Kansas dentists accept Medicaid—and even fewer regularly treat adults with disabilities. Just 3% of dentists work in safety net clinics, leaving thousands of families without options for care.



How You Can Make a Difference in Your Community

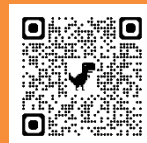
1. **Enroll as a Medicaid provider.** Enrollment is simple, adults now have dental coverage, and reimbursement rates are improving.
2. **Support your team to build confidence in caring for people with disabilities.** Resources are available to help every step of the way.
3. **Use the My Dental Care Passport.** This tool helps patients with disabilities share important mobility challenges, communication preferences, sensitivities, and successful adaptations so care is smoother for everyone.

Support for Dentists is Available

You don't have to do this alone. Free resources are available to make treating Medicaid patients and people with disabilities easier and more successful:

<https://pathwaystooralhealth.org/dental-providers/>

- Information on Medicaid reimbursement and provider enrollment
- Training and resources for treating patients with disabilities
- How to benefit your office by using the My Dental Care Passport



Together, We Can Improve Oral Health in Kansas

By opening your doors, you can make a life-changing difference for neighbors in your own community who have nowhere else to turn.