



## VA CENTER FOR CARE AND PAYMENT INNOVATION (CCPI) VETSmile Program Frequently Asked Questions

### VETERAN FREQUENTLY ASKED QUESTIONS

#### What is VETSmile?

VETSmile is a program that connects Veterans with community dental care providers that offer discounted care. The goal of this program, which is run by Department of Veterans Affairs (VA) Center for Care and Payment Innovation (CCPI), is to provide access to continuous and comprehensive oral health care for Veterans Health Administration (VHA)-enrolled Veterans who are currently ineligible for dental benefits through VA.

#### Who is eligible for VETSmile?

Veterans enrolled in the VA health system who are not eligible to receive dental care through VA. Some dental care providers may have additional requirements.

#### How do I make an appointment?

Call your assigned dental care provider and say that you are a Veteran requesting a VETSmile appointment. If there are multiple locations presented to you, you may choose the location you prefer.

#### What do I need to bring to my appointment?

Please bring the notification email or letter you received from the VA, that has your VETSmile registration code.

#### What dental services are offered?

For a full list, please go to your dental care provider's website or ask when making your VETSmile appointment.

#### What are the payment, discount, and insurance options?

While VETSmile strives to work with DCPs that provide discounted care, each DCP may have different payment options in place. Please note, VA does not reimburse DCPs for the care Veterans receive. DCPs on their own determine how to help reduce or offset the cost of dental care Veterans receive.

Below are guided questions to ask on the phone when making your VETSmile appointment.

1. Are there any discounts or sliding scales that I may be eligible for?
2. Does your facility accept my insurance (e.g., Adult Medicaid, Delta Dental, Cigna, United)?
3. What options do I have to pay for my dental care (e.g., personal check, money order, credit/debit cards)? Does your facility have a payment plan or payment financing?

#### Will a dental student be working on my teeth?

It depends on the Dental Care Provider. When care is performed by a student dentist/doctor, it will be overseen by faculty to ensure the highest quality.

#### Can I get travel and mileage reimbursement from VA?

No. Travel and mileage reimbursement from VA for VETSmile appointments and treatment are not covered. For more information: [www.va.gov/health-care/get-reimbursed-for-travel-pay](http://www.va.gov/health-care/get-reimbursed-for-travel-pay)