



## Ryan White Oral Health Program

June 15, 2022

### CLIENT RIGHTS

- The client has the right to confidentiality and privacy regarding themselves, their HIV status, and the oral health care services they receive.
- The client has the right to be offered and to receive oral health care services without discrimination based on age, race, gender, ethnic background, religion, disability, or sexual orientation.
- The client has the right to select the oral health care provider of their choice from Guardian's in-network provider list.
- The client has the right to take an active role in the decisions regarding their oral health care.
- The client has the right to be treated with dignity and respect.
- The client has the right to file a grievance if they have concerns about the service or the way that they have been treated. (Any concerns about the oral health care provider's staff and/or environment must be addressed directly with the provider via the provider's office policies). See page 6 for Grievance Procedures.

### CLIENT RESPONSIBILITIES

- The client is responsible for contacting their case manager, by phone or in person, to determine eligibility for oral health care services under RWPBP.
- The client is responsible for maintaining their Ryan White client eligibility annually. Failure to do so will result in termination from the Oral Health program.
- The client is responsible for working with the case manager to ensure an oral health application is submitted.
- The client is responsible for notifying the case manager within thirty (30) calendar days of any changes in household income, residency, insurance status, and size of your household.
- The client is responsible for making and keeping all scheduled appointments.
- The client is responsible for the cancellation and/or rescheduling of appointments within 24 hours prior to the appointment.
- The client is responsible for paying any fee(s) from the oral health care provider/dentist's office that may result from not keeping scheduled appointments.
- The client will be held responsible for paying any costs from the oral health care provider/dentist that exceeds their annual program cap of \$1,000.
- The client is responsible for treating anyone involved in this program (e.g. case manager, TDH staff, UWGN Lead fiscal agency staff, and oral health care provider/dentist staff etc.) with dignity and respect.

\_\_\_\_\_  
Signature of Applicant

\_\_\_\_\_  
Date

**\* This Participants Release of Information and Clients Rights and Responsibilities form will expire (1) one year from the date noted above.**