



Dental provider appointment standards

Pennsylvania Medicaid



Help your practice meet Pennsylvania Medicaid appointment and availability standards.

Appointment standards

- General routine care: Within 15 business days
- Dental specialty: Within 15 business days
- Urgent care: Within 24 hours

After-hours access standards

For patients needing care during non-office hours:

- Voicemail or email reply with emergency contact information
- Phone answering system with call-forwarding to an on-call provider



Questions? We're here to help.

Call our dental provider advocate team at
800-508-4876.