

NEIDER & KNOELL DENTAL, S.C.

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To Whom It May Concern:

On the morning of 05/01/2008, my office received a phone call from a social worker at a local elementary school. As in the past, we were asked if we could help a child who was suffering from a toothache that was preventing him from attending class. My office was informed that he had a Forward Card for dental. They were instructed to come right over that morning.

While assessing the child's condition, his mother informed me that the dental office he regularly goes to could not see him until mid July. I asked her what office he went to and was informed that it was the Dental Medicaid HMO clinic in Racine. She told me that she explained the severity of the situation to the receptionist, but was denied prompt treatment for her son.

I assessed his needs and treated him that morning despite a full schedule of patients. He had a grossly decayed tooth that required an extraction. In my opinion his treatment could not have waited until July. Furthermore, I advised the boy's mother to keep the July appointment at his regular dental office in order to address his other dental needs.

I am not a Dental Medicaid provider, but I regularly treat patients that are on that government program at no charge. On this occasion, I decided to file the Emergency Care Form in an attempt to recoup some of my expenses for the care that was provided. Much to my dismay, it was denied because the patient was only covered under the Dental Medicaid HMO. After some investigation, my office manager was told that only SEDA contracted dental providers would be paid for their services regardless of the circumstances.

Regards,



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