

How Soon Can I See *the* Dentist?



When you need dental care, it is important to get it promptly. The amount of time before your appointment depends on your needs. It also depends on the type of care you need. The table below shows how soon you should be able to see a dentist. It may be OK to wait longer **if it does not harm your health.** (**Note:** A business day is usually Monday through Friday. It does not include weekends or holidays.) Make a routine care appointment to see your dentist if you are a new patient and/or have newly obtained health insurance.

Appointment type	Examples	Wait time for appointment
Non-urgent appointments	Exam, X-rays, restorative care	4 weeks
Preventive care	Prophy or periodontal care	4 weeks
Urgent/emergency appointments	Acute pain/swelling/bleeding	24 hours ¹
Specialist appointment	Pedodontist, endodontist, oral surgeon	30 business days

¹28 California Code of Regulations 1300.67.2.2(c)(6)(a) requires that urgent care shall be offered within 72 hours. Health Net Dental's administrator, Liberty, has chosen to exceed the mandated standard to offer members more responsive care during an urgent/emergency situation.

If you need help making an appointment, please call the Member Services phone number on the back of your ID card.

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