



Smiles Change Lives

Program Overview and Application Process

Smiles Change Lives (SCL) is happy to provide this **once in a lifetime opportunity** for your child to receive braces.

QUALIFICATIONS: Your child must meet **ALL** qualifications to apply to the program.

- Be 10-18 years of age (must receive application prior to the *child's 19th birthday*)
- Have "good" oral hygiene
- Have no unfilled cavities
- Have a moderate to severe need for braces
- Not be wearing braces currently
- Have a total household income **at or below** our financial guidelines as listed at www.smileschangelives.org/financial, which varies by geographic location (*see page 4 for more information*)
- Be willing to pay the **non-refundable \$30** (USD) application fee and the **non-refundable \$600** (USD) required financial investment (per child)

APPLICATION PROCESS:

1. Upon receipt of a **COMPLETE** application, the application will be reviewed and the family will be notified whether or not the child qualifies for the next step in the application process. **If your application is INCOMPLETE**, it will be returned to you and, in order to be considered for the program, **you will be required to submit a NEW complete application, including an additional \$30 (USD) non-refundable fee.**
2. Once SCL has received a complete application, it will be reviewed by the SCL Review Panel and the family will be notified whether the child (i) is qualified for the program and will be placed on a wait list, (ii) is declined for the program, or (iii) will need further evaluation (due to poor oral hygiene, dental development, or other potential issues).
3. If your child is qualified for the program, SCL will work to assign the child with a provider. If there are no treatment openings in your area, you will be notified that you have been put on a wait list and that we are working to identify a treatment provider in your area for your child.

NOTE: The waiting period for this step of the process varies and **can be longer than twelve (12) months** based on area demand. Likewise, treatment providers are limited in some areas, and **SCL cannot make any guarantees of placement with a provider.** *If a child is 17 or older when he or she applies, please be aware that the chances of placement with a treatment provider are greatly reduced depending on wait times in your area as treatment cannot be started after a child turns 19.* **If a treatment provider has not been assigned BEFORE your child turns 19, he or she will be removed from the wait list and will no longer be eligible for treatment.**

4. Once a treatment provider is identified for your child, you will be notified and **will have 30 days from the date of the notification letter in which to pay the nonrefundable \$600 (USD) required financial investment.** We cannot accept partial payments. We cannot accept payments from Flexible Spending Accounts or Health Savings Accounts. If this fee is not received by SCL in full within 30 days of notification, your child will lose his/her placement in the SCL program.

This financial investment secures your child's beautiful new smile. Likewise, when you pay the required financial investment, you know that not only will your child benefit, but that you are also "paying it forward" to help the program be available to assist other families in the future.

5. Upon receipt of payment, your child will be assigned to an SCL treatment provider and will be on their way to a healthy, happy smile!

APPLICATION CHECKLIST

(must be signed and included with submitted application)

All of the items below must be **FULLY** completed and submitted to SCL for **EACH** child that is applying to the program. Use this checklist to indicate that you have included each required document; that each has been fully completed; and that all items are signed where required. **If your application is INCOMPLETE, it will be returned to you and in order to be considered for the program, you will be required to submit a NEW complete application, including an additional \$30 non-refundable fee.**

- General Application** (pg 3-5)
 - Federal Tax Form 1040/1040A/Supplemental Security Income Awards Letter.** Proof of income MUST be submitted in the form of either a COMPLETE copy of the most recent year's federal tax return (include **ALL** pages, schedules or statements) AND/OR a copy of a current Supplemental Security Income awards letter (note: we **do not** accept *Social Security* benefits letters as proof of income). Documents that are altered in any way, including removing/blacking out Social Security numbers, **will NOT be accepted. If you are submitting applications for more than one child, you MUST include a copy of your tax form/Supplemental Security Income awards letter with EACH application. See page 4 for additional information on this requirement.**
 - Notice of Privacy Practices** (pg. 6 – MUST be signed by parent/guardian)
 - Program Rules and Guidelines** (pgs. 7 - All items MUST be *initialed* by parent/guardian)
 - Parent/Legal Guardian Consent & Hold Harmless** (pg. 8–MUST be signed by BOTH parent/guardian & child)
 - EIGHT (8) photos of the child are required** (see pgs 9-10 for examples). Photos must show the child's teeth CLEARLY and be in accordance with the guidelines described at: www.smileschangelives.org/for-kids/application-process/applicant-photos-explained. All **8 photos** must be PRINTED and have the child's full name written on the back of each photo. Color photos preferred.
 - Include an explanation as to why the child wants/needs braces and how they feel their life will be improved as a result of treatment from (1) the child, AND (2) the parent/guardian (REQUIRED). These can be typed or handwritten on a separate piece of paper and the child and parent must both include an explanation. In addition, you may submit letters of support from teachers, family members, etc. (optional).** These will be shared with the screening orthodontist and is you and your child's opportunity to explain what this treatment would mean to him/her.
 - Check the website** to determine the availability of providers and average minimum wait time for your area. <http://www.smileschangelives.org/for-kids/waiting-periods>. Unfortunately, we do not currently have providers available in some areas. **Do not contact any SCL providers until you are instructed to do so by our office- this is grounds to be denied or removed from the program.** Note: if a child is 17 or older when he or she applies, please be aware that the chances of placement with a treatment provider are greatly reduced depending on provider availability/wait times in your area as treatment cannot be started after a child turns 19.
 - \$30.00 (USD) non-refundable application fee** (check or money order; payable to *Smiles Change Lives*)
- * Documentation required for non-parental guardians (i.e. foster parents, foster agencies, and court appointed guardians):**
- Non-parental guardians must submit a copy of their authorization to make medical decisions (e.g. court order).
 - For children in state custody, copies of the child's state medical card and medical consent must be submitted.
 - o **A child in state custody is NOT required to submit proof of income.**

Signature of parent/guardian

Mail COMPLETE application to:

Smiles Change Lives, 2405 Grand Blvd, Suite 300, Kansas City, MO 64108

Please ensure you use adequate postage and keep a copy of your completed application for your records.



GENERAL APPLICATION
(To be completed by PARENT/GUARDIAN; please write clearly)

I. CHILD’S PERSONAL INFORMATION

Child’s **Legal** Last Name Child’s **Legal** First Name Middle Initial Child’s Nickname (if any)

Child’s Date of Birth Social Security Number Gender

Street Address City State Zip

County Phone Number

Name of School Grade School City, State

II. PARENT/GUARDIAN’S PERSONAL INFORMATION

Custodial Parent/Guardian Last Name First Name Relationship to Child

Home Phone Cell Phone Email (**required**)

Address City State Zip

Marital Status: _____ Spouse/Partner’s Name: _____ Relationship to Child: _____

Spouse/Partner Phone: _____ Email: _____

If child doesn’t live with both parents, name of non-custodial parent: _____

FOR NON-PARENTAL GUARDIANS, you **MUST** submit a copy of your medical authorization. For children in state custody, submit a copy of their state medical card and consent.

III. OTHER INFORMATION

Have any of the child’s family members applied to or been treated through SCL? If yes, please list their name(s): _____

How will the child get to his/her orthodontic appointments? _____

We attempt to place children as close as possible, but search up to a 100 mile radius for available treatment providers. If necessary, are you willing to travel farther? yes no

Please list any health issues your child has that we should be aware of: _____



GENERAL APPLICATION CONT.

(To be completed by PARENT/GUARDIAN; please write clearly)

IV. DENTAL HEALTH CERTIFICATION *(by completing this section you are certifying the accuracy of this information; SCL may call your dentist to verify or ask additional questions regarding your child's oral hygiene)*

Name of child's dentist: _____ Dentist's phone #: _____

Dentist's Address: _____ City: _____ State: _____ Zip: _____

Dentist's email: _____ Date of last exam: _____

Does your child have unfilled cavities? yes no Does your child have good oral hygiene? yes no

Is your child currently wearing braces? yes no

V. FINANCIAL: Qualification for our program requires a total household income **at or below** our financial guidelines as listed at www.smileschangelives.org/financial. **NOTE:** It is **YOUR** responsibility to determine if you meet these financial qualifications before applying. Your application will be denied and your fee will NOT be refunded if your income does not qualify.

You **MUST** submit a copy of the most recent year's **Federal Tax Form 1040, 1040A or Supplemental Security Income award letter as proof of income** (note: we **do not** accept *Social Security* benefits letters as proof of income). If you do not file Form 1040 or 1040A or receive Supplement Security Income benefits, your application will NOT be approved. We **DO NOT** accept any other type of proof of income. Tax forms/SSI awards letters that are altered in any way, including removing/blacking out Social Security numbers, **will NOT be accepted. If you are submitting applications for more than one child, you MUST include a copy of your tax form/SSI awards letter with EACH application.**

If submitting Form 1040/1040A, please note:

- Page two of Form 1040/1040A (line 43 on 1040 and line 27 on 1040A) must show total taxable income at or below the financial guidelines listed at www.smileschangelives.org/financial.
- The child applying MUST be listed as a **dependent** on either page one of Form 1040/1040A or on Statement 1, along with the child's Social Security number.
- If the child is NOT claimed as a dependent on your tax return, you must explain why and ALSO submit the tax return for the person who DOES claim the child, as well as proof of where the child resides (e.g. school records). In this situation, BOTH tax returns must be submitted and **each** must **separately** meet our financial qualifications.
- If the child lives with both parents, and a joint return is not filed, the separate tax returns of BOTH parents must be submitted to show total household income. In this situation, the **total** taxable income of **both** parents **combined** must meet our financial qualifications.
- Even if your income level doesn't require you to file taxes, you **must** do so to apply to our program, even if your income is \$0.

If the child applying is not claimed as a dependent on your tax return, you must explain why and submit the tax return for the person who DOES claim the child, as well as proof of where the child resides (e.g. school records). _____



GENERAL APPLICATION CONT.
(To be completed by PARENT/GUARDIAN; please write clearly)

VI. HOW DID YOU HEAR ABOUT SMILES CHANGE LIVES? Please include details where possible.

_____ Web search- what words or phrases did you search? _____

_____ Website- name of site or organization _____

_____ Family/Friend-name _____

_____ SCL Current Participant Referral-name _____

_____ Dentist (your regular dentist)-name/location _____

_____ Dental school/clinic-name/location _____

_____ Orthodontist-name/location _____

_____ Newspaper/magazine-publication name _____ date _____

_____ TV/Radio-station name _____ date _____

_____ Event (example: health fair) please describe _____ date _____

_____ Other-please describe _____



Notice of Privacy Practices

THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOUR CHILD MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

Uses and Disclosures

Treatment: Your protected health information may be used by staff members, volunteers, agents and national and advisory board members of the Virginia Brown Community Orthodontic Partnership d/b/a Smiles Change Lives and disclosed to other health care professionals, including but not limited to your assigned screening and treatment provider(s), for the purpose of evaluating your application and providing your treatment.

Program Operations: Patient information, including first name, case history and photographic images may be used as necessary to support assessment, public relations, fund development and other activities of Smiles Change Lives.

Law enforcement: Your protected health information may be disclosed to law enforcement agencies to support government audits and inspections, to facilitate law-enforcement investigations, and to comply with government mandated reporting.

Public health reporting: Your protected health information may be disclosed to public health agencies as required by law. For example, we are required to report certain communicable diseases to the state’s public health department.

Other uses and disclosures require your authorization: Disclosure of your protected health information or its use for any purpose other than those listed above requires your specific written authorization. If you change your mind after authorizing a use or disclosure of your information, you may submit a written revocation of the authorization. However, your decision to revoke the authorization will not affect or undo any use or disclosure of information that occurred before you noticed us of your decision to revoke your authorization.

Individual Rights: You have certain rights under the federal privacy standards. These include: The right to get an electronic or paper copy of your record ▪ The right to request confidential communications ▪ The right to request restrictions on the use and disclosure of your protected health information ▪ The right to inspect and copy your protected health information ▪ The right to amend or submit corrections to your protected health information ▪ The right to receive an accounting of how and to whom your protected health information has been disclosed ▪ The right to receive a printed copy of this notice ▪ The right to file a complaint.

Smiles Change Lives Duties: We are required by law to maintain the privacy of your protected health information and to provide you with this notice of privacy practices. We also are required to abide by the privacy policies and practices that are outlined in this notice and to notify you when a breach of your unsecured protected health information has occurred.

Right to Revise Privacy Practices: As permitted by law, we reserve the right to amend or modify our privacy policies and practices. These changes in our policies and practices may be required by changes in federal and state laws and regulations. Upon request, we will provide you with the most recently revised notice. The revised policies and practices will be applied to all protected health information we maintain.

Request to Inspect Protected Health Information: You may generally inspect or copy the protected health information we maintain. As permitted by federal regulation, we require that requests to inspect or copy protected health information be submitted in writing. You may obtain a form to request access to your records by contacting SCL at the address below.

Complaints Contact Information: If you would like to submit a complaint or have questions regarding our privacy practices, you may contact us in writing at the following address: Smiles Change Lives, 2405 Grand Blvd, Suite 300, Kansas City, MO 64108, or you may also contact the Secretary of Health and Human Services. You will not be penalized or otherwise retaliated against for filing a complaint.

Effective Date: This notice is effective on or after 05/01/2005.

I, _____ have received a copy of Smiles Change Lives’ Notice of Privacy Practices.
Custodial Parent or Legal Guardian **PRINTED NAME**

Custodial Parent or Legal Guardian **SIGNATURE**

DATE (mm/dd/yyyy)



Program Rules and Guidelines

Smiles Change Lives (SCL) is happy to provide this **once-in-a-lifetime** opportunity for your child to receive braces – it is an opportunity that many children do not receive. However, we will only provide treatment if you and your child fully cooperate with the treatment provider and his/her treatment plan. All of the following conditions must be met to be eligible to start treatment and to continue treatment. **PARENT/GUARDIAN: PLEASE READ CAREFULLY AND INITIAL EACH ITEM.**

1. SCL provides for orthodontic treatment ONLY. Extractions, cleanings, oral surgery or other treatment that may be necessary before, during or after orthodontic treatment are the financial responsibility of the participant's parents or legal guardians.
2. To be a part of this program your child must have good oral hygiene and not have any unfilled cavities. If your child has unfilled cavities or periodontal disease, these conditions must be completely remedied before treatment is started. Your child must have regular dental cleanings every six months during treatment. During the course of treatment, if your child's teeth are not cleaned properly, cavities can form around the braces. **Your child may be removed from the program at any time due to poor oral hygiene.**
3. Treatment providers are limited in some areas and ***SCL cannot make guarantees of placement with a provider even if your child qualifies for the program.*** Waiting periods vary and **can be longer than twelve (12) months** based on area demand. During this time, you may be required to submit updated documents, including a 1040/Supplemental Security Income letter to ensure your child still qualifies for the program. **Due to the high number of applicants and limited treatment spots open, SCL may search up to a 100 mile radius when assigning your child.** If a provider is located, the parents/guardians agree to submit the nonrefundable **\$600 (USD)** required financial investment upon notice from SCL. If payment is not received within **30 days** of such notice, your child will lose his/her place in the program. **SCL makes all provider assignments at its sole discretion and you agree to receive treatment from the provider assigned.** If a treatment provider has not been assigned BEFORE your child turns 19, he/she will be removed from the program and will no longer be eligible for treatment. Note: we cannot accept payments from Flexible Spending Accounts or Health Savings Accounts.
4. Once accepted and the \$600 is received, your child will begin treatment with the assigned SCL treatment provider. Treatment is only available from the assigned provider, who is donating his/her time and all materials/supplies required to provide full treatment for your child. Typically, the average cost of braces NOT acquired via Smiles Change Lives is \$6,000. Note: once the \$600 payment is received, it is **non-refundable** and will not be returned if your child is removed from the program in accordance with the program rules and guidelines.
5. Regular appointments are required to make sure teeth move as expected. Since the treatment provider is donating treatment, s/he may require you to attend appointments during non-peak hours. As a result, your child's appointments will likely be scheduled during the mid-morning or mid-afternoon hours. It is your responsibility to make sure that all scheduled appointments are kept. If you must cancel or reschedule an appointment, you are required to give your doctor at least 24 hours notice. **Not calling to cancel or missing an appointment is grounds to remove your child from the program and have your child's braces removed.**
6. You and your child must fully follow the treatment plan set by your treatment provider, which will be explained to you before treatment starts. If you fail to follow the treatment plan, including but not limited to proper use of bands, appliances, and retainers, the treatment provider has the option to refuse to continue treatment and to remove braces.
7. If you move before treatment concludes, please call us in addition to telling your treatment provider. You will be removed from the program and will be responsible for making arrangements to complete your child's care. You may either have your SCL treatment provider remove the braces or you may locate a new treatment provider in your new community for which you will be financially responsible. SCL is not responsible for locating a new treatment provider or paying for continued treatment.
8. **Providers donate their services based upon your child's qualification for the SCL program, both in terms of orthodontic and financial need. As such, it is important that you treat the provider and his/her staff with respect, express your gratitude for their services and behave in a way that reflects positively on both SCL and your family at all times.**
9. Your child may be removed from the program **at any time** (this includes during the application process, before assignment to a provider and after treatment has started) if the child or parent/guardian is **uncooperative** or **disrespectful** to SCL staff or the provider and his/her staff, or fails to comply with any SCL rules and guidelines. During the course of treatment, the provider may, at his/her discretion, refuse to continue treatment and may remove the child's braces. If removed for cause, your child is no longer eligible to reapply to the SCL program.
10. Broken appliances or loose brackets and bands can cause damage to teeth and the rest of the mouth. Your child must not eat hard or sticky foods or pull on the braces. **If there is frequent damage to the braces, the treatment provider has the option of removing the braces or charging you to repair the damage, which is not covered by this program.**
11. One (1) retainer device will be provided as part of the treatment program at no charge. **If this retainer is lost or damaged, you will be charged for a replacement.**
12. If your child is accepted into the program, you consent to SCL's use, without charge, of all photos, video or audio recordings of you and your child. SCL may (1) copyright, broadcast, display, publish, re-publish, and reproduce you and your child's image, voice and any statements made by you and him/her, in whole or in part, in any and all media forms; and (2) assign you and your child a fictitious name or use your or his/her first name, likeness, video, photograph, voice, statements and biographic or other information concerning his/her participation with SCL, for fundraising or other promotional and advertising purposes. You and your child agree to participate in surveys and case management during and after treatment.
13. SCL coordinates all communication between families/children and the treatment providers. Do **NOT** contact a provider unless instructed by SCL. **If you contact a provider without permission, your child may be removed from the program.**



Consent and Hold Harmless Agreement

The undersigned has read, understands and agrees to abide by the attached **Program Rules and Guidelines**, which are incorporated herein by reference, for receiving orthodontic treatment through the Virginia Brown Community Orthodontic Partnership d/b/a **Smiles Change Lives**, and has been given the opportunity to ask questions about this information. If our application is approved and a treatment provider is located, I consent to allow Smiles Change Lives and its partner doctors to provide orthodontic treatment for my child. I understand that acceptance into the Smiles Change Lives program for my child’s orthodontic care is based on our (my child’s and my) ability to maintain my child’s oral health as indicated in the Program Rules and Guidelines and to abide by all the Program Rules and Guidelines. **I also understand that if we do not maintain oral hygiene and abide by the Program Rules and Guidelines, my child will be removed from the program, his/her braces will be removed and treatment will be terminated with no refund of the \$600 required financial investment.** I further agree that if treatment is stopped early and my child is removed from the program for not following the Rules and Guidelines, or for any other reason, we (my child and I) will hold Smiles Change Lives and the assigned treatment provider harmless and free from any liability for any damage or injury resulting from the termination of said treatment.

I, on behalf of myself and my child, acknowledge that Smiles Change Lives does not itself provide the orthodontic treatment and that all treatment will be provided by a doctor assigned by Smiles Change Lives (“partner doctor”). I expressly authorize Smiles Change Lives, the partner doctor(s) and my dentist (as listed on my application) to share my child’s medical records and information with each other in order to coordinate and manage my child’s treatment. In consideration of the acceptance of my child’s application by Smiles Change Lives, we (my child and I) release Smiles Change Lives and the partner doctor and their agents, employees, board members, officers, representatives, and successors and assigns from any and all claims, demands, actions, proceedings, damages or liability of any kind whatsoever that we may have at any time arising, directly or indirectly, from (i) our participation in the Smiles Change Lives program, or (ii) any action taken by Smiles Change Lives or the partner doctor based on the Program Rules and Guidelines, including but not limited to my child’s removal from the program and the removal of his/her braces. I further acknowledge and understand that Smiles Change Lives and the partner doctor do not guarantee satisfaction with the outcome of the orthodontic treatment provided. This Agreement shall be interpreted and enforced in accordance with the laws of Missouri and is intended to be as broad and inclusive as permitted by the laws thereof or of any other state where Smiles Change Lives program activities occur. Waiver of any provision by Smiles Change Lives shall not operate or be construed as a continuing waiver. This Agreement shall survive termination or completion of my child’s treatment. If any portion of this Agreement is held invalid, the remainder of it shall remain effective.

YOUR SIGNATURE INDICATES THAT YOU HAVE READ, UNDERSTAND AND VOLUNTARILY AGREE TO THE ABOVE CONSENT AND HOLD HARMLESS AGREEMENT.

Custodial Parent or Legal Guardian Consent: I further certify I am the custodial parent or legal guardian for the child named below, that I have legal authority to make medical decisions for the child, that all the information enclosed in this application is true and correct and that all income is reported. I understand that deliberate misrepresentation will not be tolerated and will result in permanent dismissal from the program.

Your signature must be hand written. Electronic signatures are not acceptable.

Date (mm/dd/yyyy) Custodial Parent or Legal Guardian SIGNATURE PRINTED NAME





Child Consent: (Child MUST sign even if under 18 years of age)

Date (mm/dd/yyyy) Child/Applicant SIGNATURE (Not Parent/Guardian) PRINTED NAME

PHOTOS NEEDED

These photos are extremely important and must be as clear as possible in order for us to assess your child's unique treatment needs. Keep in mind that they will be sent to your potential treatment provider for evaluation prior to being accepted for treatment. You may use photos provided to you by your dentist, or you may take your own using a regular camera or a camera phone, provided the photos are of good quality. Please make sure your child has brushed and flossed prior to taking the photos.

Please take your time when taking the photos, and send in ALL 8 required photos. **We MUST have all 8 photos in order for your application to be complete.** The following photos are the eight angles required in our application. *You do NOT need to darken out your child's eyes in the pictures you send to us (we do this for the privacy of our participants).

	<p>1, 2 & 3 Please take the following three photos.</p> <p>1) A full head shot of your child looking forward with the mouth closed naturally.</p> <p>2) A full head shot of your child looking forward and smiling naturally.</p> <p>3) A full head shot of your child's side profile with their mouth closed naturally. <u>*It is not necessary to block out the eyes on your child's photos.</u></p>
	<p>4 & 5 Upper and lower teeth. These two photos are generally taken from a lower/higher angle with the child's mouth open as wide as possible and lips pulled back, or by carefully placing a small compact mirror in the child's mouth at an angle and photographing the reflection. These pictures help us identify any spacing or crowding issues.</p>
	<p>6 & 7 Bite from side. Please have your child bite down naturally and use an object (spoons, pencil, etc) to pull the lips back. Both the left and right side of the mouth needs to be shown. These pictures tell us about the alignment of the molars as well as over/under bites or protrusion of the teeth.</p>
	<p>8 Photo of teeth from the front with natural bite. Take this photo of your child's teeth from the front - with the lips pulled back using the same method as in photos 6 & 7. These pictures tell us about the alignment of the teeth, the natural bite, and any rotation of the teeth, as well as identifying any crowding or spacing.</p>

Please DO NOT send photos like those shown below

	<p style="text-align: center;">Partial head shots</p> <p>Head shot photos must show the whole head.</p>
	<p style="text-align: center;">Photos where the teeth aren't visible</p> <p>Lips need to be pulled back in order to see the teeth and alignment.</p>
	<p style="text-align: center;">Overexposed or blurry photos</p> <p>Lips need to be pulled open so that teeth are fully visible. Photos need to be exposed so that we can see teeth clearly.</p>
	<p style="text-align: center;">Photos that don't show natural bite</p> <p>Close your teeth naturally so that we are able to assess your bite.</p>
	<p style="text-align: center;">Photos that don't show all the necessary teeth</p> <p>Mouth is not open wide enough for us to see the molars.</p>
	<p style="text-align: center;">Blurry, tinted photos, or photos with filters</p> <p>Photo is blurry, and the red tint makes it difficult to evaluate any potential tooth rotation.</p>