Frequently Asked Questions

- My practice has run out of kits and additional supplies, how do I request more?
    - You may request additional supplies at any time during your 3-year participation period by visiting www.fromthefirsttooth.org/order-materials. Requests are subject to available funding. Practices may also purchase kits directly from the distributor at cost. Contact your FTFT site lead with questions.

- I ran out of some of my supplies and I've been waitlisted for more materials. Do I stop distribution entirely?
    - Please continue distributing kits and supplies as best you can with what you have available. Even if you're missing certain items, families can still benefit from the resources you're able to provide.
- Where can I find Spruce educational materials in other languages?
    - The QR code on the back of the educational material connects families to Spruce resources in additional languages, including Spanish, French, Portuguese, Somali, Arabic, and Lingala.
- Are the kits only distributed to patients with MaineCare?
    - No. Oral health kits can be distributed to any patient, regardless of insurance status or whether they have seen a dentist in the last year. Please see the suggested workflow and oral health risk assessment questions above for guidance.

- My patient recently received oral health services through a school-based oral health program. Are they still eligible for a kit?
    - Yes, many school-based oral health programs do not provide children with toothbrushes.