



## Your benefits checklist

Our members have access to the following services and programs to help them lead healthier lives:

- Care management and counseling
- Childhood immunizations
- Children's special health care services (through age 26)
- Dental care (ages 21 and older and Healthy Michigan Plan members)
- Doula services
- Emergency services
- Family planning
- Hearing and speech services
- Hospice care
- Immunizations
- Inpatient and outpatient hospital care
- Maternal and infant health
- Medical supplies
- Mental health services
- Nonemergency medical transportation
- Nursing home care
- Physical and occupational therapy
- Prescription drug coverage
- Preventive care for children and adults
- Smoking cessation
- Telehealth
- Vision care



## Dental benefits

### Medicaid members ages 21 and older

All Medicaid members ages 21 and older and Healthy Michigan Plan members ages 19 and older are covered through Blue Cross Complete. To find a dentist, visit Find a Doctor or call Dental Customer Service at **1-844-320-8465** (TTY: **711**). Once you choose a dentist, call their office to see if they cover Medicaid dental services.

### Healthy Kids Dental

Healthy Kids Dental services are provided for children and adolescents through age 20.

To select a dental provider, call Blue Cross Blue Shield of Michigan at **1-800-936-0935** or visit [bcbsm.com/healthykids](http://bcbsm.com/healthykids). Or call Delta Dental of Michigan at **1-866-696-7441** or visit [deltadentalmi.com](http://deltadentalmi.com).



## Rides for dental visits

If you receive dental coverage from Blue Cross Complete, schedule a ride online at [mibluccrosscomplete.com/transportation](http://mibluccrosscomplete.com/transportation). Be sure to schedule online at least two days before your appointment. Use the Modivcare app to book, change rides, and more. To download, search "Modivcare app" on Google Play™ or the App Store®.\*

Or, call Transportation Services at **1-888-803-4947** from 8 a.m. to 5:30 p.m. Monday through Friday for same-day transportation. TTY users should call **711**.

Healthy Kids Dental members in Wayne, Oakland or Macomb counties, call Modivcare at **1-866-569-1902** to schedule a ride. If you live in any other county, call your Michigan Department of Health and Human Services specialist.

In an emergency, always call 911.

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## Nondiscrimination Notice and Language Services

### Discrimination is against the law

Blue Cross Complete of Michigan complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. Blue Cross Complete of Michigan does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

Blue Cross Complete of Michigan:

- Provides free (no cost) aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Information in other formats (large print, audio, accessible electronic formats)
- Provides free (no cost) language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need these services, contact Blue Cross Complete of Michigan Customer Service, 24 hours a day, 7 days a week at **1-800-228-8554** (TDD/TTY: **1-888-987-5832**).

If you believe that Blue Cross Complete of Michigan has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, you can file a grievance with:

- **Blue Cross Complete of Michigan Member Grievances**  
P.O. Box 41789  
North Charleston, SC 29423  
**1-800-228-8554**  
(TDD/TTY: **1-888-987-5832**)
- If you need help filing a grievance, Blue Cross Complete of Michigan Customer Service is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, through the Office for Civil Rights Complaint Portal available at [ocrportal.hhs.gov/ocr/portal/lobby.jsf](https://ocrportal.hhs.gov/ocr/portal/lobby.jsf), by mail or phone at:

### U.S. Department of Health and Human Services

200 Independence Avenue, SW  
Room 509F, HHH Building  
Washington, D.C. 20201  
**1-800-368-1019**  
(TDD/TTY: **1-800-537-7697**)

Complaint forms are available at:  
[hhs.gov/ocr/office/file/index.html](https://hhs.gov/ocr/office/file/index.html).

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[mibluecrosscomplete.com](https://mibluecrosscomplete.com)

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