



# Dental Care with Blue Cross Complete of Michigan

## Understanding your dental benefits

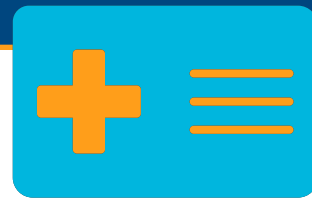
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Confidence comes with every card.®

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

# Blue Cross Complete member ID Card



Your Blue Cross Complete of Michigan member ID card is proof of the dental coverage you have as a member. Be sure to have your ID card available when you schedule and attend your dental appointments.

Enrollee Name <b>VALUED CUSTOMER</b>	Plan <b>HMO</b>	
Enrollee ID <b>XYU888888888</b>	RxBIN <b>019595</b>	RxPCN <b>PRX00621</b>
Michigan Beneficiary ID <b>M12345678</b>	Group Number <b>00277723</b>	Issuer (80840) <b>9101000021</b>
<i>Medical, Dental, Vision and Hearing</i>		

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<b>Blue Cross Complete of Michigan LLC</b> <small>An independent licensee of the Blue Cross and Blue Shield Association</small> Hospital and medical claims – Providers in Michigan, file claims with: P.O. Box 7355 London, KY 40742 Providers outside Michigan, file claims with your local BCBS plan, or according to the Blue Cross Complete Provider Manual. Pharmacy claims: P.O. Box 516 Essington, PA 19029 Use of this card is subject to terms of applicable contracts and certificates.	mibluccrosscomplete.com <b>Customer Service:</b> 800-228-8554 <b>TTY/TDD:</b> 888-987-5832 <b>PerformRx:</b> 888-288-3231 <b>Transportation:</b> 888-803-4947 <b>Dental:</b> 844-320-8465 <b>Providers only:</b> Medical authorizations: 888-312-5713 Pharmacy authorizations: 888-989-0057 Dental authorizations: 844-320-8465 To report fraud, waste and abuse: 855-232-7640
PerformRx	Pharmacy Benefits Administrator

## Blue Cross Complete’s Dental Customer Service

Healthy Michigan Plan members, and members with traditional Medicaid coverage ages 21 and older, can contact Blue Cross Complete’s Dental Customer Service with any questions.

**1-844-320-8465**

TTY: **711**

9 a.m. to 5 p.m., Monday through Friday

DentaQuest provides dental benefits administration for Blue Cross Complete members.

# Eligibility

## Adult coverage

As a Blue Cross Complete member, adults ages 21 and older enrolled in Medicaid and beneficiaries enrolled in Healthy Michigan Plan have dental benefits.

Blue Cross Complete covers dental care, including dental exams, cleanings and extractions for members. You should visit the dentist every six months, even if you don’t notice any problems or you no longer have your natural teeth. Your dentist will clean your teeth and can point out any concerns.

But that’s not all. There’s a full range of services included for members under your dental benefit with Blue Cross Complete:

- Four bitewing X-rays every year
- Full-mouth X-rays once every five years
- One filling per tooth every two years
- Emergency exams, no more than twice a month
- Sealants, once every three years
- Topical fluoride up to age 21, 2x/year
- Fluoride varnish up to age 21, 2x/year
- Crowns, once every five years on the same tooth
- Root canal therapy
- Retreatment of previous root canal, once per tooth per lifetime
- Periodontal evaluation, once every 12 months
- Periodontal maintenance, once every six months
- Complete and partial dentures, once every five years per arch
- Periodontal services, including scaling and root planing, require prior authorization from your provider
- Additional oral services

## Services not covered

- Cosmetic procedures (for example, tooth whitening)
- Dental implants
- Procedures considered experimental or investigational
- Some endodontic procedures

## Your Dental Home



A dental home is where you go to see a dentist every six months. This dentist will provide any needed oral health care for you.

Your dental home will work with you to develop a treatment plan so you can stay healthy. It's important to go back to the same dental home for each appointment.

### Your dental home will provide:

- Complete dental care
- A dental health plan designed for you
- Guidance about diet
- Information on how to correctly care for your teeth

Healthy teeth and gums are an important part of your overall health. For a healthier life, have regular checkups – every six months. So don't wait! Call your dental home and make an appointment today.



If you have questions about your dental home or dental benefits or would like to change your dental home, call Blue Cross Complete's Dental Customer Service at **1-844-320-8465** (TTY: **711**), Monday through Friday from 9 a.m. to 5 p.m. You can also look for a new dental home by visiting [mibluecrosscomplete.com/findadoctor](https://mibluecrosscomplete.com/findadoctor).

If you change your dental home, you should ask your current dentist to send your records to your new dental provider.

**Remember: It's important to keep all of your appointments and arrive on time.**

## Changing your dentist



You can choose to change your dental provider at any time. Be sure your new dentist is part of the Blue Cross Complete of Michigan network of available dentists. You can check by visiting [mibluecrosscomplete.com/findadoctor](https://mibluecrosscomplete.com/findadoctor). If you change dentists, you should ask your current dentist to send your records to your new provider.

### Out-of-network providers

Sometimes you may need to see an out-of-network provider for dental care services. Before receiving services from a dentist outside of the Blue Cross Complete dental network it's important to call Dental Customer Service at **1-844-320-8465** (TTY: **711**). If you receive dental services from a dentist outside of our network, you may need to pay for services.

### If your dentist leaves the network

Dentists may move or retire, which would require them to leave our network. If this happens, your dentist should send you a letter to let you know about this change. You can find a new dentist on our website or contact Dental Customer Service for help in selecting a new provider.

### Dental emergencies

When you have a toothache or other dental problem, you want to get it fixed fast. "Fast" does not mean you go to the emergency room at a local hospital. Your dentist has equipment and training to figure out what's wrong with your teeth and mouth and how to fix it.

If your dental problem is painful or makes it tough to eat, speak and go about your day normally, it may be time to seek emergency dental care.

Call your dentist right away if you think you need emergency dental care. Having an established dental home and remaining an active patient will help you during an emergency, so you know who to call to schedule an appointment. Most dentists set aside time in their daily schedule for emergencies. This might help you get in to see your dentist. Even if your emergency happens on the weekend or at night, try calling your dentist office first. Your dentist's office may give an emergency number to call or provide other useful information.

You can also call our 24-hour Nurse Help Line. The nurse line can help you when your dentist isn't available. Call **1-888-288-1724**, 24 hours a day, seven days a week. TTY users should call **1-888-987-5832**.

If these options don't work, only then should you go to the nearest emergency room.

Blue Cross Complete of Michigan has contracted with DentaQuest to administer dental benefits.

## What to expect at the dentist



Be sure to bring your Blue Cross Complete of Michigan member ID card with you to your dental appointments. Visiting the dentist on a regular basis for cleanings, X-rays and other needed services will prevent pain and discomfort in the future. If left untreated, a small problem could turn into larger problems or even dental emergencies.

A routine dental appointment lasts approximately 30 minutes. A dentist will look into your mouth and determine if X-rays are needed. A dental hygienist will remove any plaque, polish your teeth with an electric toothbrush and use dental floss. The dentist performs a head and neck examination and reviews any findings and treatment options with you. Together, you and your dentist will determine if a second appointment is needed to fill cavities or provide other needed services.

Be sure to schedule your next appointment before you leave the dentist. It's important to see your dentist every six months, even if you don't notice anything wrong. Add the appointment to the calendar in your phone and block a bit of time before and after for your travel time.

You won't be asked to pay for your dental appointment at the dental office. Healthy Michigan Plan members may be billed a small payment for their visit through their MI Health account.

**Your dentist and dental team are there to support you in maintaining good physical health and a smile you can be proud of.**



### Language Assistance

If you don't speak English, language assistance services are available at no cost by calling **1-800-228-8554** (TTY: **1-888-987-5832**). We can help you in another language when you're at your provider's office. Written materials may be available in other formats.

## How to schedule an appointment



It's best to make an appointment directly with your dental home. If you do not have a dental home, you can search for a dentist near you by location, language preference and other options. You can also call Blue Cross Complete's Dental Customer Service at **1-844-320-8465** (TTY: **711**), Monday through Friday from 9 a.m. to 5 p.m.

Scan this QR code to search for dentists by location, language preference and other options.



### Transportation

Members 21 and older who are eligible for dental services through Blue Cross Complete have access to no-cost transportation services for dental appointments. These services are available through ModivCare. To schedule a ride two days in advance of your appointment, visit [mibluccrosscomplete.com/transportation](https://mibluccrosscomplete.com/transportation), or call **1-888-803-4947** (TTY: **711**). Download the ModivCare app on Google Play™ or the App Store®.\* You'll need an email address to create an account.

\*Google Play is a trademark of Google LLC. App Store is a service mark of Apple Inc., registered in the U.S. and other countries. As a Blue Cross Complete of Michigan and DentaQuest member, you have a dental home.

### Canceling an appointment

Schedules change, so we understand that it may be necessary to cancel or postpone an appointment. If you do need to cancel or postpone your appointment, it's best to call your dental home no later than 24 to 48 hours in advance. When you call, be sure to reschedule your appointment for a better time so you can continue to maintain good oral health through regular checkups.

**Remember to cancel your transportation if it was scheduled with the dentist appointment.**

## Maintaining Oral Health



Keep your teeth and mouth healthy by visiting the dentist every six months for routine exams and cleanings. These are included in your benefits. Regular visits with your dentist may help you feel more comfortable. You can smile and feel confident knowing your teeth are healthy and clean.

Regular dental exams can:

- Find problems with your teeth and gums before they cause pain and are costly to treat.
- Help you maintain your dental health and overall health.
- Spot warning signs of problems in the mouth unrelated to your teeth.
- Establish a dental home in case of an emergency.

There are also steps you can take at home to preserve your oral health as best as possible. According to the Centers for Disease Control and Prevention, these steps can help you maintain healthy teeth:

- Drink fluoridated water and brush with fluoride toothpaste.
- Practice good oral health. Brush your teeth twice a day and floss daily between the teeth to remove dental plaque.
- Visit your dentist every six months, even if you have no natural teeth or have dentures.
- Don't use any tobacco products. If you smoke, quit. Visit [mibluccrosscomplete.com/quit](https://mibluccrosscomplete.com/quit) for help.
- Limit alcoholic drinks.
- If you have diabetes, work to maintain control of the disease. This will decrease the risk for other problems, including gum disease. Treating gum disease may help lower your blood sugar level.
- If you take medication that causes dry mouth, ask your doctor for different medicine. If dry mouth cannot be avoided, drink plenty of water, chew sugarless gum and avoid tobacco products and alcohol.
- See your doctor or dentist if you have sudden changes in taste and smell.

## Oral care helps improve overall health



### Oral health for pregnant members

Having a healthy mouth can help you have a healthy pregnancy. Your body goes through many hormonal changes during pregnancy which can affect the health of your mouth. This is why it's important to take good care of your teeth and gums while you're pregnant.

Preventive dental visits are important for pregnant women. Adults 21 and older have dental coverage. It's important that you notify your caseworker of your pregnancy status and due date. You can call your caseworker or report this information on [mibridges.michigan.gov](https://mibridges.michigan.gov)\*. For more information about maternity care, visit [mibluccrosscomplete.com/maternity](https://mibluccrosscomplete.com/maternity).

Your oral health supports your physical health. Regular dental checkups can help identify other health issues. You and your medical provider can be alerted about the need for other health screenings.

### Oral health for members with diabetes

It's important for those who are managing diabetes to take care of their teeth. According to the American Dental Association, high blood sugar increases the risk of tooth decay, gum disease, oral thrush and dry mouth. To keep your teeth healthy, the CDC suggests the following:

- Brush your teeth at least twice a day
- See your dentist at least twice a year
- Floss your teeth at least once a day

**Tell your dentist you have diabetes. They may ask questions to better understand your health.**

\*Blue Cross Complete doesn't own or control this website.





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