

Healthy Michigan Plan dental benefits FAQ

May I choose any dentist?

You must choose a dentist who participates with Blue Cross Complete of Michigan for your dental services to be covered. Contact Dental Customer Service at **1-844-320-8465** for help locating a participating dentist near you. Or visit **mibluecrosscomplete.com** and click on Find a Doctor, then Find a Dentist.

Do I have to pay for dental services?

You won't have to pay for any covered services at the dentist office. If you choose to receive a service that the Healthy Michigan Plan doesn't cover, you'll have to pay for it. The Healthy Michigan Plan has co-pays for certain services. Check your MI Health Account statements for information about any co-pay you may owe. Co-pays for dental services are paid through your MI Health Account; you don't have to pay a co-pay to your dentist.

What should I do at the dental office?

Arrive a few minutes early to your scheduled appointment and bring your Blue Cross Complete insurance card. When you check in, show the office staff your card and tell them you have Healthy Michigan Plan coverage.

Does the Healthy Michigan Plan cover all dental services?

Not all dental procedures are covered by the Healthy Michigan Plan. Your dental benefits include coverage for oral exams, teeth cleanings, X-rays, fillings, extractions, partial dentures, complete dentures and denture repairs. Plan limitations apply. Talk with your dentist or contact Dental Customer Service at **1-844-320-8465** for assistance.

Do I need a prior authorization before receiving services?

Prior authorization approval is required for some dental procedures. Your network dentist knows when a prior authorization is needed and will submit all required documentation. If a procedure has been denied, you'll receive a letter with an explanation and your appeal rights.

What if my dentist refers me for dental services?

If you need a specialist, your dentist will issue a referral. Contact Dental Customer Service at **1-844-320-8465** to make sure the specialist you want participates with Blue Cross Complete. Services won't be paid if received through a non-participating provider.



Confidence comes with every card.®

Blue Cross Complete of Michigan LLC is an independent licensee of the Blue Cross and Blue Shield Association.

What if I move?

If you move, call your local Michigan Department of Health and Human Services office so they can change the state's records. It's your responsibility to keep all contact information updated. Call Dental Customer Service at **1-844-320-8465** to locate a dentist near your new home.

What should I do in case of a dental emergency?

Contact your dental office first and ask them what you should do. If your life is in danger, call **911**.

What are emergency dental services?

If your dental problem interferes with your comfort and ability to eat, speak and function normally, it's time to seek emergency dental care.

Call your dentist right away if you think you need emergency dental care. Most dentists set aside time daily to handle emergencies — so you may be able to get an appointment quickly. Even if your emergency happens on the weekend or at night, call your dental office first. The after-hours message may give an emergency number or provide other useful information. If these options don't work, go to the nearest emergency room.

Here are a few common emergency conditions that providers treat on a regular basis:

- Toothache diagnosis and treatment
- Emergency tooth extractions
- Repair of fractures, chips and cracks in teeth
- Relief from pain and swelling caused by impacted wisdom teeth
- Treatment of abscesses and other infections
- Replacement of lost crowns and dental fillings

Here are a few tips from the American Dental Association if you have a broken or knocked-out tooth:

- Never touch the root of your tooth with your hands. Instead, hold the tooth by its crown.
- Rinse debris off all tooth pieces using warm water.
- Put the tooth back in its socket whenever possible.
- If you can't reinsert the tooth, put it in a glass of milk or hold it between your cheek and gums to keep it moist until you can get professional care.



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, 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.

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