

# **Blue Cross<sup>®</sup> Blue Shield<sup>®</sup> of Michigan Healthy Kids Dental**

Administered by DentaQuest

## **Frequently Asked Questions**

**Q: Does a provider have to participate in all the DentaQuest plans?**

A: No. A provider may choose to participate only in the Healthy Kids Dental plan.

**Q: How do reimbursement fees for Healthy Kids Dental compare to Medicaid fees?**

A: A specific fee schedule was developed for providers who accept Healthy Kids Dental for Blue Cross members. For the majority of services, our fees are significantly higher than Medicaid fees.

**Q: How do I sign up to participate?**

A: You can begin the credentialing application by visiting [www.dentaquest.com/mi/dentists](http://www.dentaquest.com/mi/dentists), or by contacting the DentaQuest recruitment department toll-free at **1-855-873-1283**.

**Q: Who do I contact for questions regarding my credentialing application?**

A: To obtain updates on the status of your credentialing application please contact the Credentialing/Recruitment Department at **1-800-233-1468** or send an email to [credstatusrequest@greatdentalplans.com](mailto:credstatusrequest@greatdentalplans.com).

**Q: How will members enroll or be assigned to Blue Cross Blue Shield of Michigan Healthy Kids Dental?**

A: Members will receive a letter explaining that they now have two choices for dental benefits. We encourage you to join our network so that you can continue to treat your patients should they choose Blue Cross Healthy Kids Dental.

**Q: What will happen to my patients if I don't join?**

A: If you're a non-participating provider, you could lose patients.

**Q: Where can I find information and updates about Blue Cross' Healthy Kids Dental plan, membership, etc.?**

A: Please visit [www.dentaquest.com/mi/dentists](http://www.dentaquest.com/mi/dentists) for important news and updates regarding Healthy Kids Dental. Additionally, the DentaQuest provider portal is designed to support dental plans and providers. The portal gives providers access to important plan updates as well as tools to verify member eligibility, submit claims, and view status of payments. You can access the portal when you join the provider network.

**Q: Where do I obtain fee schedules or assistance on fee inquiries for this plan?**

A: Please call Provider Services at **1-844-876-7917** to obtain this information.

**Q: What are the benefits under the Healthy Kids Dental program?**

A: Coverage includes diagnostic, preventive, restorative, endodontic, periodontic, prosthetic, and oral surgery services. To see a full list of benefits, you may reference the plan's Office Reference Manual, which is available through the provider portal and at [www.dentaquest.com/mi/dentists](http://www.dentaquest.com/mi/dentists).

**Q: How will I submit claims?**

A: You can submit claims by using our web portal, your clearinghouse or billing service, or via paper claims (ADA 2006 or newer).

**Q: How will I be paid?**

A: We're dedicated to fast, accurate payments. Depending on your preferred method of payment, you can choose to be paid by check or via direct deposit.

**Q: I'm interested in joining the network to service only my existing patients. If I join the network, will I be required to accept new patients?**

A: While we prefer that you accept all members, you can choose to treat your current patients only and request that your practice be excluded from being identified in the directory as accepting new patients while remaining in-network.

**Q: Where can members find a list of participating dentists?**

A: Finding the right dentist is an important part of good oral health. We make it easy. Members can go to [www.mibluedentist.com](http://www.mibluedentist.com) and use our "Find a Dentist" tool to search for a dentist.

*DentaQuest is an independent company contracted by Blue Cross Blue Shield of Michigan to provide dental services.*

*Blue Cross Blue Shield of Michigan is a nonprofit corporation and independent licensee of the Blue Cross and Blue Shield Association.*