

Blue Cross Blue Shield of Michigan Healthy Kids Dental

Frequently asked questions

Q: Will there be two administrators of the Michigan Healthy Kids Dental program?

A: Yes. Blue Cross Blue Shield of Michigan was selected by the Michigan Department of Health and Human Services as one of two organizations to administer the statewide Healthy Kids Dental program. Blue Cross Blue Shield of Michigan has selected DentaQuest as their network vendor. If you wish to provide services to Blue Cross members who qualify for the Healthy Kids Dental program, **you must be a contracted DentaQuest provider**. This product will go live on October 1, 2018.

Q: Does signing up as a DentaQuest provider for the Healthy Kids Dental program mean that I'm also required to accept DentaQuest coverage for other patients?

A: No.

Q: Can I sign up *only* for the Blue Cross' Healthy Kids Dental product without signing up for the other plans administered by DentaQuest?

A: Yes.

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: Please visit www.dentaquest.com/mi/dentists to start the credentialing application, contact the DentaQuest recruitment department toll-free at **1-855-873-1283** or email NetworkDevelopment@dentaquest.com.

Q: When should I join?

A: This product will go live October 1, 2018. We recommend that you submit your credentialing application immediately. It can take up to 60 days to be credentialed. You'll receive a letter confirming your participation when your credentialing is complete.

Q: Why is this plan being offered and who will benefit?

A: The Healthy Kids Dental program is a benefit specifically for children ages 0 through 20 who qualify for Medicaid. There are just under 1 million eligible members for this plan statewide. This benefit covers services such as X-rays, cleanings, fillings, extractions, sealants and more at no cost to families. You can view a full list of benefits in plan's Office Reference Manual, which is available through the portal and at www.dentaquest.com/mi/dentists.

Q: When will the Blue Cross plan start?

A: This product will go live on October 1, 2018.

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: Delta Dental and Blue Cross. We encourage you to join Blue Cross so you can continue to treat your patients should they move to Blue Cross from Delta 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 for important news and updates regarding Healthy Kids Dental. Additionally, DentaQuest provider portal is designated to support dental plans and providers. You can access it when you join the provider network. The portal gives providers access to important plan updates as well as tools to verify member eligibility, submit claims and view status of payments.

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

A: Call Provider Services at **1-844-876-7917**.

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

A: Coverage includes diagnostic, preventive, restorative, endodontic, periodontic, prosthetic and oral surgery services. See a full list of benefits in the plan's Office Reference Manual, which is available through the portal and at www.dentaquest.com/mi/dentists.

Q: How will Blue Cross' Healthy Kids Dental claims be handled for dates of services after October 1, 2018?

A: DentaQuest will process new claims with dates of service on or after October 1, 2018.

Q: How will I submit claims?

A: You can submit claims using our web portal, your clearinghouse or billing service, or 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 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 you accept all members, you can choose to treat your current patients only and can 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.bcbsm.com/healthykids and use our "Find a Dentist" tool to search for a dentist, get customer service contact numbers, and learn about oral health programs and resources in their area.