

Blue Cross Blue Shield of Michigan Healthy Kids Dental Newsletter

Get a ride to your Healthy Kids Dental appointments at no cost

Members enrolled in a Medicaid health plan can contact their plan for transportation services. A helpful list is included on the right.

If you're not in a Medicaid health plan and are a resident of Wayne, Oakland or Macomb county, call ModivCare at 1-866-569-1902. If you aren't in a Medicaid health plan and don't live in Wayne, Oakland or Macomb county, contact [your local Michigan Department of Health and Human Services](#).



Medicaid health plan transportation contacts

- Aetna Better Health of MI:** 1-844-610-7437
- Blue Cross Complete of MI:** 1-888-803-4947
- HAP CareSource:** 1-833-230-2053
- McLaren Health Plan:** 1-855-251-7100
- Meridian Health Plan of MI:** 1-888-437-0606
- Molina Healthcare of MI:** 1-888-898-7969
- Priority Health Choice:** 1-888-975-8102
- UnitedHealthcare Community Plan:** 1-877-892-3995
- Upper Peninsula Health Plan:** 1-800-835-2556



How to properly brush your teeth

Going to the dentist two times a year is important to your oral health. How you take care of your teeth at home is important, too! Here are some tips on how to brush your teeth well:

- Choose a brush that is the right size and has soft bristles.
- Use a pea-sized amount of toothpaste with fluoride.
- Brush with light pressure.
- Brush with the bristles diagonally at a 45-degree angle toward your teeth.
- Brush all sides of your teeth.

- Make sure to brush all your teeth. Your toothbrush can only clean one to two teeth at a time.
- Brush after breakfast and before bedtime.
- Brush for two minutes.
- Replace your toothbrush every three to four months.

Celebrating Asian American and Pacific Islander Heritage Month



This May, DentaQuest celebrates Asian American and Pacific Islander Heritage Month. It's a time to learn about the cultures, traditions and ideas of AAPI families across the United States.

AAPI leaders have helped improve health care and dentistry. One early pioneer was Dr. Faith Sai So Leong, a Chinese American dentist who finished dental school in the early 1900s.

Today, many Asian American and Pacific Islander dentists help their communities. They teach families about healthy habits and provide dental care through clinics and community programs.

During AAPI Heritage Month, we honor AAPI families and the many professionals who help keep our members healthy.



Soft drinks can cause cavities

The American Dental Association says soft drinks can raise your risk of getting cavities. Soft drinks contain sugar, carbonation or acid. These could be soda, juice or sports and energy drinks.

What you need to know:

- Studies show that soda is one of the top causes of cavities and obesity in teens.
- Each can of soda has 10 teaspoons of sugar.

- Drink water to stay hydrated. Try to drink 8-12 cups of water a day.
- Eat cheddar cheese after a meal to make saliva. Saliva is helpful for digestion and nutrition.

Dentists agree that a healthy mouth helps create a healthy body through good nutrition. Children should see a dentist two times a year and brush their teeth two times a day for two minutes.

Source: The American Dental Association

Getting dental care just got a little easier

If you have ever had trouble getting a dental appointment, you aren't alone. Many communities don't have enough dental providers, which can make it hard to get care when you need it.

The good news is that in Michigan, dental therapists can help more people get the care they need sooner.

Dental therapists are licensed dental professionals who work with dentists to provide care and help more patients get appointments sooner. They're trained to provide many common dental services, including exams, X-rays, fillings and some extractions. Dental therapists also teach patients how to care for their teeth and gums at home. They work under the supervision of a licensed dentist and are part of your dental care team.

The goal is to make it easier to get care and stay healthy. Dental therapists bring more services to communities and give patients another way to get care without long waits. Your dental plan includes access to a network of dentists and dental therapists. This means you may have more options and may be able to make an appointment sooner.

To find a dental provider in your area, use our [Find a Dentist](#) tool.



Emergency dental services

You can call your Medicaid health plan or your child's dentist for help to find emergency care. You do not need approval for emergency dental services.

If you have a dental emergency, call your dentist for assistance. If you need help finding a dentist, call Member Services at 1-800-936-0935 (TTY:711). We will give you a list of dentists, including after-hours dentists available in your area. The list of providers is available at no cost to you.

For emergency dental needs for you or your child after hours, we can connect you to our Dental Emergency Help Line for assistance. Call 1-800-936-0935 (TTY:711).

Teledentistry also makes it easier to get care if you live far from a dental office, don't have a way to get to the dentist or have mobility issues. Teledentistry makes it easier to take care of your teeth because you can talk to your dentist from anywhere and get help when you need it. To learn more, visit [Teledentistry.com](#) or call 1-866-432-1395.

We speak your language

You have the right to receive culturally competent care. If you, or someone you're helping need assistance, you have the right to get help and information in your language at no cost. You can also get help finding a dentist that speaks your language. To talk to an interpreter, call the Customer Service number on the back of your member ID card.

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

Report fraud, waste and abuse

Report fraud, waste and abuse in the following ways. You can remain anonymous:

Call:

- Fraud hotline: 1-800-237-9139
- Anonymous hotline: 1-866-654-3433

Fax: 262-241-7366

Mail:

- Blue Cross Blue Shield of Michigan
- P.O. Box 491
- Milwaukee, WI 53201-0491

Fraud, waste and abuse can also be reported directly to the Michigan Department of Health and Human Services using the following methods:

- Michigan Department of Health and Human Services
- Office of Inspector General
- P.O. Box 30062
- Lansing, MI 48909

1-855-MIFRAUD (643-7283)

michigan.gov/fraud

Contact us

1-800-936-0935: TTY users, call 711

Helpful resources available on the website:
bcbsm.com/healthykids



PAŽNJA: Ako govorite srpsko-hrvatski, dostupne su vam besplatne usluge jezične pomoći. Odgovarajuća pomoćna pomagala i usluge za pružanje informacija u pristupačnim formatima također su dostupni besplatno. Nazovite 877-469-2583 TTY: 711 ili razgovarajte sa svojim pružateljem usluga.

PAALALA: Kung nagsasalita ka ng Tagalog, magagamit mo ang mga libreng serbisyong tulong sa wika. Magagamit din nang libre ang mga naaangkop na karagdagang tulong at serbisyo upang magbigay ng impormasyon sa mga naa-access na format. Tumawag sa 877-469-2583 TTY: 711 o makipag-usap sa iyong provider.

Discrimination is against the law

Blue Cross Blue Shield of Michigan and Blue Care Network comply with federal; civil rights laws and do not discriminate on the basis of race, color, national origin, age, disability or sex (including sex characteristics, intersex traits; pregnancy or related conditions; sexual orientation; gender identity and sex stereotypes). Blue Cross Blue Shield of Michigan and Blue Care Network does not exclude people or treat them less favorably because of race, color, national origin, age, disability or sex.

Blue Cross Blue Shield of Michigan and Blue Care Network:

- Provide people with disabilities reasonable modifications and free appropriate auxiliary aids and services to communicate effectively with us, such as: qualified sign language interpreters, written information in other formats (large print, audio, accessible electronic formats, other formats).
- Provide free language services to people whose primary language is not English, which may include qualified interpreters and information written in other languages.

If you need reasonable modifications, appropriate auxiliary aids and services, or language assistance services, call the Customer Service number on the back of your card. If you aren't already a member, call 1-877-469-2583 or, if you're 65 or older, call 1-888-563-3307, TTY: 711. Here's how you can file a civil rights complaint if you believe that Blue Cross Blue Shield of Michigan or Blue Care Network 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 in person, by mail, fax or email with:

Office of Civil Rights Coordinator

600 E. Lafayette Blvd., MC 1302

Detroit, MI 48226

Phone: 1-888-605-6461, TTY: 711

Fax: 1-866-559-0578

Email: CivilRights@bcbsm.com

If you need help filing a grievance, the Office of Civil Rights Coordinator is available to help you. You can also file a civil rights complaint with the U.S. Department of Health & Human Services Office for Civil Rights electronically through the [Office for Civil Rights Complaint Portal website](https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf) <https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf>, or by mail, phone or email at:

U.S. Department of Health & Human Services

200 Independence Ave, SW

Room 509, HHH Building

Washington, D.C. 20201

Phone: 1-800-368-1019, TTD: 1-800-537-7697

Email: OCRComplaint@hhs.gov

Complaint forms are available on the U.S. Department of Health & Human Services [Office for Civil Rights website](https://www.hhs.gov/ocr/complaints/index.html)

<https://www.hhs.gov/ocr/complaints/index.html>.

[This notice is available at Blue Cross Blue Shield of Michigan and Blue Care Network's website:](https://www.bcbsm.com/important-information/policies-practices/nondiscrimination-notice/)

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