September 15 – October 15 is National Hispanic Heritage month Blue Cross Blue Shield of Michigan celebrates Hispanic Heritage Month

with Dr. Bertha Alarcon.



Dr. Bertha Alarcon is a member of the Hispanic Dental Association and works as the College Coordinator for diversity and inclusion activities at Western University's College of Dental Medicine. She shared insights as a Hispanic woman in dentistry and talked about the importance of having role models and mentorship.

"Growing up, it was hard to find dentists who looked and sounded like me. All individuals deserve to have access to the oral health care they need. But accessing care goes beyond having a dental office down the street from your house," she says. Despite facing barriers after moving to the United States, she didn't give up. She has spent 30 years helping Hispanic communities. Alarcon explains, "Accessibility means addressing a lack of transportation, the inability to take time

Alarcon was born in Guadalajara, Mexico. She became interested in dental care at a young age.

off work, language and cultural barriers and cost of care. It also means reviving dental education by bringing social sciences into the curriculum. So, students are equipped with knowledge of structural obstacles in society and cultural differences." Today, she mentors students and helps create spaces for people from different backgrounds in dental schools. Her work as a mentor has encouraged many students to become dentists. This shows the importance of having role models in the field. At Blue Cross Blue Shield of Michigan, we're proud to support Alarcon's mission and wish her much

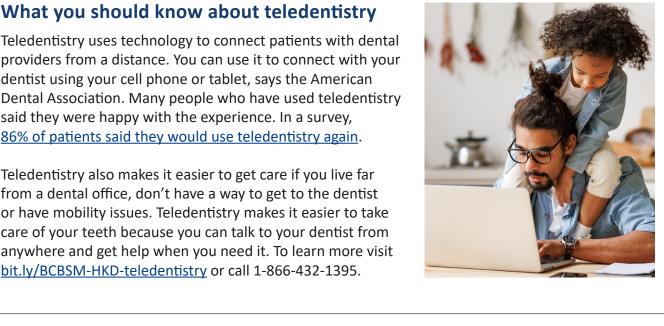
success in the future.

providers from a distance. You can use it to connect with your

What you should know about teledentistry

dentist using your cell phone or tablet, says the American Dental Association. Many people who have used teledentistry said they were happy with the experience. In a survey, 86% of patients said they would use teledentistry again. 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 bit.ly/BCBSM-HKD-teledentistry or call 1-866-432-1395.



milk or juice from a bottle or sippy cup? And children

Prevent cavities in early childhood

who drink from a bottle or sippy cup while laying on their back are more prone to ear infections. Here is what you can do to prevent tooth decay:

Did you know tooth decay can be caused by drinking

 Don't put your baby to bed with a bottle of milk or juice in their mouth.

add water. Teach your children to drink from a cup by the time

• If you use a bottle as a pacifier, make sure you only

- they are 12 months old. If your baby doesn't have teeth, gently wipe his
- or her gums with a clean, damp, soft washcloth or gauze after each feeding.

care of your child's teeth by giving the care they need and

Finding a dental home for your child

by teaching you and your child about good habits for teeth and gums. Having a dental home will help make sure your child stays on track for routine oral care and can help prevent cavities. You can find or change your child's dental home by calling 1-800-936-0935 (TTY: 711). What if your child has a dental emergency? This may be any time your child has severe pain or damage to the teeth or to the mouth. Your child has the same benefits for both

health plan or your child's dentist for help to find care in an emergency. You don't have to contact your Medicaid health plan or your child's dentist for approval. Get a ride to your Healthy Kids Dental appointments at no cost Please note that you will need to

emergency and routine care. You can call your Medicaid



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.

contact your Medicaid health plan if you

Medicaid health plan can contact their plan for transportation services. A helpful list is

want to schedule a ride to your dental

appointment. Members enrolled in a

Michigan's Kindergarten Oral Health Assessment Program benefits



Priority Health Choice: 1-888-975-8102 **UnitedHealthcare Community Plan:** 1-877-892-3995 Upper Peninsula Health Plan: 1-800-835-2556

Finding and treating dental problems can help children do well in school. That's why the Michigan Department of Health and Human Services created the Kindergarten Oral Health Assessment Program. Kindergarteners in Michigan are eligible to receive

Medicaid Health Plan

Aetna Better Health of MI: 1-844-610-7437

Molina Healthcare of MI: 1-888-898-7969

transportation contacts

a no cost dental screening provided by local health departments. The program is available in most Michigan counties in the 2025-2026 school year.

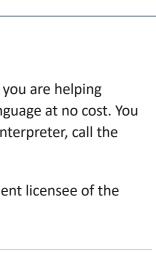


To learn more about the program, please visit the Kindergarten Oral Health Assessment Program. You can also contact the local health department for help finding a dental home and community dental resources. The Michigan Oral Health Directory lists dental safety net resources by county.

It's important that your children see a dental provider to prevent cavities, You can also scan gum disease and other dental problems in children. Blue Cross Healthy the QR code using Kids Dental program offers an opportunity to receive an Amazon gift card your smartphone after your child's preventive checkup by completing a quick survey at:

We speak your language

member per year. The program doesn't allow the purchase of alcohol, tobacco and firearms, and a preventive dental visit must be completed.



You have the right to receive culturally competent care. If you, or someone you are helping needs 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 Blue Cross 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 in the following ways. You can remain anonymous:

Fax: 262-241-7366

Michigan Department of Health and

Fraud hotline: 1-800-237-9139

Report fraud, waste and abuse

Fraud, waste and abuse can also be reported directly to the Michigan Department of

Anonymous hotline: 1-866-654-3433

Office of Inspector General P.O. Box 30062 Lansing, MI 48909

Health and Human Services using the following methods:

P.O. Box 491

1-855-MIFRAUD (643-7283)

Helpful resources available on the website:

Blue Cross Blue Shield of Michigan

Milwaukee, WI 53201-0491

Contact us

Human Services

Call:

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

michigan.gov/fraud





bcbsm.com/healthykids

We Speak Your Language

ATTENTION: If you speak English, free language assistance services are available to you. Appropriate auxiliary aids and services to provide information in accessible formats are also available free of charge. Call 877-469-2583 TTY: 711 or speak to your provider.

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. También se ofrecen, sin costo alguno, ayuda y servicios auxiliares adecuados para proporcionar información en formatos accesibles. Llame al 877-469-2583 TTY: 711 o hable con su proveedor.

تنبيه: إذا كنت تتحدث الإنجليزية، فإن خدمات المساعدة اللغوية المجانية متوفرة لك. تتوفر أيضًا المساعدات والخدمات المساعدة المناسبة لتوفير المعلومات بتنسيقات يسهل الوصول إليها مجانًا. اتصل برقم 711 TTY: 2583-469-877 أو تحدث إلى مزود الخدمة الخاص بك.

注意:如果您说[中文],我们将免费为您提供语言协助服务。我们还免费提供适当的辅助工具和服务,以无障碍格式提供信息。请致电 877-469-2583 (TTY: 711) 或咨询您的服务提供商。

رەھەتكى ، دى ئۇمىدىد دى ئۇمىلەن بۇ خۇمۇنى ئۇمۇردى دى ئەرۇردى دى ئۇمۇردى ئۇمۇر

LƯU Ý: Nếu bạn nói tiếng Việt, chúng tôi cung cấp miễn phí các dịch vụ hỗ trợ ngôn ngữ. Các hỗ trợ và dịch vụ phù hợp để cung cấp thông tin bằng các định dạng dễ tiếp cận cũng được cung cấp miễn phí. Vui lòng gọi số 877-469-2583 TTY: 711 hoặc trao đổi với người cung cấp dịch vụ của ban.

VËMENDJE: Nëse flisni shqip, shërbime falas të ndihmës së gjuhës janë në dispozicion për ju. Ndihma të përshtatshme dhe shërbime shtesë për të siguruar informacion në formate të përdorshme janë gjithashtu në dispozicion falas. Telefononi 877-469-2583 TTY: 711 ose bisedoni me ofruesin tuaj të shërbimit.

알림: 한국어를 사용하는 경우 언어 지원 서비스를 무료로 이용할수 있습니다. 정보를 접근 가능한 형식으로 제공받을 수 있는 적절한 보조 기구와 서비스도 무료로 이용할 수 있습니다. 877-469-2583 TTY: 711 번으로 전화하거나 담당 기관에 문의하십시오. মনোযোগ দিন: যদি আপনি বাংলা বলেন তাহলে আপনার জন্য বিনামূল্যে ভাষা সহায়তা পরিষেবাদি উপলব্ধ রয়েছে। অ্যাঞ্কেসযোগ্য ফরম্যাটে তথ্য প্রদানের জন্য উপযুক্ত সহায়ক সহযোগিতা এবং পরিষেবাদিও বিনামূল্যে উপলব্ধ রয়েছে। 877-469-2583 TTY: 711 নম্বরে কল করুন অথবা আপনার প্রদানকারীর সাথে কথা বলন।

UWAGA: Osoby mówiące po polsku mogą skorzystać z bezpłatnej pomocy językowej. Dodatkowe pomoce i usługi zapewniające informacje w dostępnych formatach są również dostępne bezpłatnie. Zadzwoń pod numer 877-469-2583 TTY: 711 lub porozmawiaj ze swoim usługodawcą.

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlose Sprachassistenzdienste zur Verfügung. Entsprechende Hilfsmittel und Dienste zur Bereitstellung von Informationen in barrierefreien Formaten stehen ebenfalls kostenlos zur Verfügung. Rufen Sie 877-469-2583 TTY: 711 an oder sprechen Sie mit Ihrem Provider. ATTENZIONE: se parli Italiano, sono disponibili servizi di assistenza linguistica gratuiti. Sono inoltre disponibili gratuitamente ausili e servizi ausiliari adeguati per fornire informazioni in formati accessibili. Chiama l'877-469-2583 TTY: 711 o parla con il tuo fornitore. 注:日本語を話される場合、無料の言語支援サービスをご利用いた だけます。情報をアクセスしやすい形式で提供するための適切な補 助器具やサービスも無料でご利用いただけます。877-469-2583 TTY: 711 までお電話いただくか、ご利用の事業者にご相談ください. ВНИМАНИЕ: Если вы говорите на русский, вам доступны бесплатные услуги языковой поддержки. Соответствующие вспомогательные средства и услуги по предоставлению информации в доступных форматах также предоставляются

бесплатно. Позвоните по телефону 877-469-2583 ТТҮ: 711 или обратитесь к своему поставщику услуг.

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 877-469-2583 or, if you're 65 or older, call 888-563-3307, TTY: 711. Here's how you can file a civil right 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: 888-605-6461, TTY: 711

Fax: 866-559-0578

Email: <u>CivilRights@bcbsm.com</u>

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, 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: 800-368-1019, TTD: 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.

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/