

Blue Cross Blue Shield of Michigan Healthy Kids Dental Newsletter



Celebrating heritage through healthy food choices

Did you know? The USDA recommends adults eat 2 to 3 cups of vegetables each day as part of a healthy eating plan.*



Hispanic Heritage Month is a time to celebrate family, food and culture. It’s also a great time to build healthy habits.

Many Hispanic meals include green foods, such as spinach, avocados, lettuce and peppers. These foods can help keep your teeth and gums healthy. Crunchy vegetables can also help wash away food and support a healthy smile.

Try adding more green foods to meals your family already enjoys. Add spinach to soups, lettuce to tacos or sliced cucumbers to snacks. Small changes can help your whole family stay healthy.

To keep your smile strong, brush your teeth two times a day and floss every day. Don’t forget to visit your dentist for regular checkups.

This Hispanic Heritage Month, enjoy the foods and traditions that bring families together. Healthy food and healthy habits can help you keep a bright smile for years to come.

Eat green. Smile bright. Blue Cross Blue Shield of Michigan is here to help your family keep healthy smiles.

*Source: U.S. Department of Agriculture (USDA), MyPlate.

What you should know about teledentistry

Teledentistry uses technology to connect patients with dental providers from a distance. You can use it to connect with your 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.

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.



Keeping a healthy smile from birth to kindergarten



Healthy habits start early. Taking care of baby teeth helps your child eat, speak and smile with confidence.

Start brushing early

Begin brushing when your child’s first tooth appears. Use a soft toothbrush and a small amount of fluoride toothpaste. Brush every day.

Help prevent cavities

Don’t put your baby to bed with a bottle of milk or juice. Offer water instead. Around age 1, begin switching from a bottle to a cup.

Choose healthy snacks

Too many sugary foods and drinks can lead to cavities. Offer healthy choices, such as fruits, vegetables and cheese. Encourage your child to drink water throughout the day.

Visit the dentist regularly

Schedule your child’s first dental visit when the first tooth appears. After that, visit the dentist every six months to help keep a healthy smile. Encourage your child to drink water throughout the day.

Starting healthy habits early can help your child build a strong, healthy smile that lasts for years to come.

Finding a dental home for your child

What is a dental home? A dental home is where you take your child to see the dentist every six months. The dentist will take care of your child’s teeth by giving the care they need and 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 emergency and routine care. You can call your Medicaid 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

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



Exercise and your oral health

Staying active is good for your whole body, including your smile. Regular exercise can help support healthy gums and overall health.

Keep your smile healthy while you exercise

- **Drink water.** Tap water often contains fluoride, which helps protect teeth from cavities.
- **Limit sports drinks.** Many sports drinks contain sugar that can harm teeth. Choose water when possible.
- **Wear a mouthguard.** If you play sports, a mouthguard can help protect your teeth and mouth from injury.

Healthy habits matter both on and off the field. Staying active, drinking water and protecting your teeth can help keep your smile strong.

We speak your language

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

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

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

Fax: 262-241-7366

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:
bcbcm.com/healthykids



Blue Cross
Blue Shield
of Michigan



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 متاحة لك أيضًا. تتوفر أيضًا المساعدات والخدمات المساعدة لتوفير المعلومات بتنسيقات يسهل الوصول إليها مجانًا. اتصل برقم 711 TTY: 877-469-2583 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。

[illegible]

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 bạn.

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 이용할 수 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। অ্যাক্সেসযোগ্য ফরম্যাটে তথ্য প্রদানের জন্য উপযুক্ত সময়ক সহযোগিতা এবং পরিষেবাদিও বিনামূল্যে উপলব্ধ রয়েছে। ৪৭৭-৭৬৭-৭৫৪৩ TTY: ৭১১ নম্বরে কল করুন অথবা আপনার প্রদানকারীর সাথে কথা বলুন।

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 ТТУ: 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 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/>