

Blue Cross Blue Shield of Michigan Healthy Kids Dental Newsletter

February is African American History month

Let's celebrate and learn about the amazing stories, brilliant ideas and wonderful achievements of Black Americans throughout history and today.



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

Please note that you will need to contact your Medicaid health plan if you want to schedule a ride to your dental appointment. 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

Does your child need emergency dental care?



Regular dental checkups are important to your child's oral health. Sometimes, dental emergencies happen. A dental emergency may be any time your child has severe pain or has damage to the teeth or mouth. Your child has the same benefits and coverage for emergency services as he or she has for routine services.

What are things you can do if your child has a dental emergency?

Cracked or broken tooth

- Use warm water to rinse out your child's mouth. Use a cold cloth if there is swelling.
- Call your child's dentist for an appointment for care.

Knocked out tooth

- Hold the tooth by the crown, or top part of the tooth. Do not touch the root.

- If possible, try to place the tooth back in the socket, between the cheek and gum or in a container of milk.
- Use a cold, wet cloth if there is bleeding or swelling.
- Call your child's dentist for an emergency appointment for care.

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 bit.ly/BCBSM-HKD-teledentistry or call 1-866-432-1395.

February is Children's Dental Health month

Simple habits like brushing twice daily, flossing and choosing water over sugary drinks can help children have bright, healthy smiles that last a lifetime.



Share Love and Protect Their Smiles

Valentine's Day is all about spreading love, including caring for your child's smiles. With candy and sweet treats everywhere, a few smart choices can help protect their teeth. Sticky, chewy candies and lollipops leave a coating on their teeth and raise the risk of cavities. Dark chocolate and powdery candies are easier on smiles when you offer them on occasions. Encourage your child to rinse with water after sweets, brush twice a day and floss. Consider donating extra candy or choosing non-food valentines to keep smiles healthy and happy.

We speak your language

You have the right to receive culturally competent care. If you, or someone you're 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 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:
bcbsm.com/healthykids



Blue Cross
Blue Shield
of Michigan



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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