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January 9, 2019

Blue Cross to complete its transition to DentaQuest[®] on July 1



NEWS

What you need to know

As reported in [a previously published alert](#), Blue Cross Blue Shield of Michigan will be transitioning the administration of all its dental business from Dental Network of America LLC to DentaQuest on July 1, 2019. DentaQuest began administering our Medicare Advantage plans (Medicare Plus BlueSM and BCN AdvantageSM) Jan. 1, 2018.

Moving to DentaQuest's state-of-the-art administrative platform will help us:

- Streamline efficiencies
- Enhance the customer experience
- Improve quality of care and the health of our members
- Better manage costs

Also, as part of this change, we'll be implementing an enhanced wellness program later this year that will integrate dental, medical and vision. We'll provide more details prior to July 1.

Making this transition will mark the end of our successful relationship with Dental Network of America, which has served as our dental administration and network partner for 10 years. But we'll continue to offer our members access to PPO dentists who are part of the DNoA Preferred Network.

Changes for members will be minimal. Members will be able to keep their current Customer Service number and ID cards.

Action item

There's no action required from agents at this time.

Time frame

- Our commercial dental business transitions to DentaQuest on July 1, 2019. (Our Medicare Advantage plans already migrated to DentaQuest.)

Additional resources

Here are two resources with details about the transition that you can share with your clients:

- [Flyer](#)
- [Customer presentation](#)

Questions? Contact your Blue Cross sales representative or managing agent.