



UnitedHealthcare — Healthy Michigan Dental





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Important Information



For dental emergencies, call your dental office.



For medical emergencies **dial 911** or go to the nearest emergency room.

UnitedHealthcare – Healthy Michigan Dental Member Services

8:00 a.m. to 5:30 p.m., Monday – Friday

Interpreter services are available for all
Member Services calls.

**1-800-903-5253,
TTY 711**

You can access information on the
UnitedHealthcare Community Plan website
24 hours a day, 7 days a week.

**UHCommunityPlan.com/mi/
medicaid/Healthy-Michigan-Plan**

Your ID Card



You should have received an ID Card in the mail. You will need to show this card every time you see a dental provider. This is also your Medical ID Card.

Transportation Services



If you do not have a ride to get dental care and services, UnitedHealthcare Community Plan may provide transportation at no cost or gas reimbursement for you. You can call **1-877-892-3995** or reserve a ride online by visiting **www.member.logisticare.com**. It is best to call 4 days in advance to arrange transportation or gas reimbursement.

Welcome to **UnitedHealthcare Healthy Michigan Plan Dental**

UnitedHealthcare Community Plan provides dental benefits to Healthy Michigan Plan members. We are committed to providing quality dental care for you. UnitedHealthcare contracts with dental providers and dental clinics so you have access to all the dental services you need. We cover preventive care, check-ups, and dental treatment services.

This guide contains important information about your Dental coverage. You should keep this guide for when you need information about the plan. Refer to the UnitedHealthcare Community Plan Healthy Michigan Member Handbook for more information about other benefits. You can find your handbook online at myuhc.com/CommunityPlan or UHCCommunityPlan.com. If you would like a printed copy of the Member Handbook, please call Member Services at **1-800-903-5253, TTY 711.**



Eligibility

The Healthy Michigan Plan is a health care program through the Michigan Department of Health and Human Services (MDHHS). The Healthy Michigan Plan covers people who are:

- Ages 19 – 64.
- Not currently eligible for Medicaid.
- Not in or qualified for Medicare.
- Not pregnant when applying for the Healthy Michigan Plan.
- Earning up to 133% of the Federal Poverty Level.
- Residents of the State of Michigan.



How the Healthy Michigan Dental Program Works

You must choose a dental provider in the UnitedHealthcare network. The Healthy Michigan Plan Provider Directory lists all participating dentists in the network and can be viewed on uhccp.com/mi. Please contact Member Services or visit the website for the most current list of dentists in your area before receiving services.

Note: You do not need to register in order to find a dentist, simply select “find a dentist” under the links and tools on the right side of the page then select your network, UnitedHealthcare Healthy Michigan Plan & Pregnant Women Dental

Here are some dental providers you may see:

- **General Dentist** – Treats adults.
- **Endodontist** – Specializes in saving teeth; they do root canals.
- **Periodontist** – Provides treatment for gum disease.
- **Oral Surgeon** – Performs dental surgery, including difficult extractions.
- **Dental Hygienist** – Cleans teeth and provide oral health education.
- **Dental Assistant** – Assists the dental provider during treatment.



Regular Dental Care

Regular dental care is just as important as medical care. You should go to the dentist for regular check-ups.

The dentist or dental hygienist will examine your mouth. The examination will include the teeth, gums, tongue, lips, and roof of mouth. The dentist may order a few X-rays to see if there is tooth decay. You may also have your teeth cleaned.



Making Appointments

When you call your dental office to make an appointment you should let them know why you are making an appointment. For example “I need my teeth cleaned,” “I have a tooth-ache.” The office will ask you some questions about you. They will ask for your names, address, phone number and insurance coverage. Make sure you have your UnitedHealthcare Community Plan card handy. The dental office will need the information on the card to make the appointment. Make sure you write down the date and time of the appointment. Tell the office if you will need an interpreter to meet you there.



Dental providers should be able to give you an appointment for you within these time frames:

- First time non urgent visit/check-up — No more than 60 days or 2 months.
- Urgent dental appointment — No more than 48 hours or 2 days.

If you have any trouble making an appointment call Member Services and they can help you.

Canceling Appointments

We know that sometimes you may need to cancel an appointment. Make sure that you call the office as soon as possible if you need to cancel. You should give the office at least 24 to 48 hours' notice. That way they can schedule someone else who needs dental care at that time. If you miss too many appointments and don't call the office to cancel they may not give you another appointment.

Remember: If you cancel an appointment and you also had transportation and/or an interpreter scheduled you need to cancel these too.



Changing Your Dentist

You can change dental providers at any time. Just make sure they are part of the UnitedHealthcare Healthy Michigan Plan network. Member Services can also help you find a new dental provider. If you do change dental providers you should ask them to send your records to your new provider.

If Your Dentist Leaves the Network

Sometimes dentists leave our network. They move or retire. If your dental provider leaves the network we will send you a letter to let you know. Member Services can help you find a new dentist. Sometimes UnitedHealthcare will let you get care from a dental provider who has left the network. This is called continuity of care and must be approved in advance.

Dental Specialist

Sometimes your dentist will want you to see a dental specialist. Your dentist will let you know what type of specialist they want you to see. They can recommend someone or you can pick one on your own. Make sure who ever treats you is part of the UnitedHealthcare network. Member Services can help you find a provider.

Out of Network Providers

Sometimes you may need to see an out of network dental provider. Dental providers who are not part of the UnitedHealthcare Healthy Michigan Plan network will need to request prior authorization before they treat you. They need to contact UnitedHealthcare and tell us why you need to be treated by an out of network provider.



Healthy Michigan Plan Dental Benefits

Your UnitedHealthcare plan covers a wide range of dental treatments and services. These services include preventative, diagnostic and minor restorative and oral surgery. Orthodontia is not covered under this plan. The plan does not have a deductible, coinsurance, or an annual maximum services. Some dental services require “prior authorization” or approval before getting the service.

In-Plan Benefits

Service Type	Service Description	How Often and Description
Preventive services	Routine dental exams	Every 6 months
	Cleanings	Every 6 months
Diagnostic services	X-rays	Complete series — One every 5 years
		Bitewing — Once per year
		Panoramic Film — One every 5 years
Restorative services	Fillings	As needed
	Dentures, partial or complete	As medically necessary — One every 5 years
Oral surgery	Extractions or other mouth surgery	As medically necessary
Other dental services	Emergency dental care services	As medically necessary
	Other services	As medically necessary

Non-Covered Services

- Cosmetic procedures (for example, tooth whitening).
- Dental implants.
- Procedures considered experimental or investigational.
- Endodontic procedures and crowns are limited to members under 21, as medically necessary.