## Preventive Dental Visit

<table>
<thead>
<tr>
<th>Incentives:</th>
<th>Preventive Dental Visit</th>
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<tbody>
<tr>
<td>Health Plan Outside Medicaid Member Services Transportation Services Benefit Set</td>
<td>$25 gift card for all Medicaid members Oral Health Kit for ages 1-9 in Greater MN $25 gift card for all members $25 for PMAP and MnCare $25 gift card for all Medicaid members</td>
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### Additional Benefits Outside Medicaid Benefit Set

| Dental Cleanings & Exams: 2 per calendar year and basic services, including X-rays and fillings. | One Fluoride varnish every 2 years and allowing it in an office setting. Need to have pocket depths of 4mm or greater and documented bone loss visible on x-rays. | Full mouth series (x-ray): Once per 5 years (MHCP only covers panoramic). | Periodontal maintenance: Up to 4 years. | Root canal: Once per tooth per lifetime. | Root canal re-treatment: One re-treat per lifetime per tooth. Only covered if billed 24 months after original root canal. | Tissue conditioning for dentures: Crown: 2 Porcelain Fused to High Noble Metal (PFM) crown | Electric Toothbrush, 3 replacement heads per year |
| Additional Benefits: | All: Cleaning, exam, x-rays covered once a year. | SNB: Up to 4 additional cleanings for those with medical necessity; no prior authorization required. | MSHO supplemental benefits: Additional fluoride. Coverage of additional periodical exam. | Periodontal services includes periodontal maintenance. | Prosthetics includes tissue conditioning. | Endodontics includes root canals on molars. | Restorative services includes coverage for porcelain crowns limited to $3,000 maximum. Network providers only. | Electric toothbrush kit, 3 replacement heads per year |

### Transportation Services

| Transportation Services: | MSHO, MSC+, SNB & D-SNP: 1-888-347-3630 TTY 711 PMAP & MnCare 1-800-373-8335 TTY 711 8 a.m. – 6 p.m., M – F | Member should contact their County of residence (complete phone listing available in member handbook) | RideConnect Transportation Services: contact SCRA membership services to schedule 1-866-567-7242 1-800-627-3529 TTY 711 M-F 8 am – 8 pm | Health Ride: 612-676-8310 or 1-800-864-2157 (toll free) M-F 7 am – 8 pm |
| BlueRide: 1-866-340-8648 TTY 711 | RideCareSM: 952-883-7400 or 888-288-1439 (toll free) TTY 711 | 1-866-431-0801 1-800-627-3529 TTY 711 M-F 8 am – 8 pm | 1-866-567-7242 1-800-627-3529 TTY 711 M-F 8 am – 8 pm | 1-866-767-2015 (toll free) 1-800-688-2534 M-F 8 am – 5 pm |

### Dental Customer Service for Member and Providers

| Delta Dental Member/Provider Customer Service: 651-406-5907 or 1-800-774-9049 TTY 711 | Member/Provider Services: 952-967-7998 or 1-866-885-8880 TTY 952-883-0600 or 1-800-443-0156 | SNB Dental services: 651-348-3233 or 866-298-5549 TTY 711 PMAP Dental services: 651-348-3233 or 866-298-5549 | Delta Dental Member/Provider Customer Service: 1-800-459-8574 (toll-free) TTY 711 | Delta Dental Member/Provider Customer Service: 866-431-0801 or TTY 1-800-627-3529 or 711 or direct to County Case Manager for assistance Providers: 1-866-431-0802 | Delta Dental Member/Provider Customer Service: 651-348-3222 or (1-866-398-9419 TTY 711) | Delta Dental Member/Provider Customer Service: 651-768-1415 or 1-855-648-1415 TTY 711 |

### Incentives:

- $25 gift card for all Medicaid members
- Oral Health Kit for ages 1-9 in Greater MN
- $25 gift card for all members
- $25 for PMAP and MnCare
- $25 gift card for all Medicaid members

### Dental Cleanings & Exams:

- 2 per calendar year
- Coverage of additional periodical exam
- Periodontal services includes periodontal maintenance
- Prosthetics includes tissue conditioning
- Endodontics includes root canals on molars
- Restorative services includes coverage for porcelain crowns limited to $3,000 maximum. Network providers only.
- Electric toothbrush kit, 3 replacement heads per year

### MSHO supplemental benefits:

- Additional fluoride
- Coverage of additional periodical exam
- Periodontal services includes periodontal maintenance
- Prosthetics includes tissue conditioning
- Endodontics includes root canals on molars
- Restorative services includes coverage for porcelain crowns limited to $3,000 maximum. Network providers only.
- Electric toothbrush kit, 3 replacement heads per year

### Dental Cleanings, Exam, X-ray & Fluoride Varnish:

- 2 per calendar year for all members

### Dental Cleanings:

- 2 per calendar year
- MSHO: 2 crowns on any 2 teeth per year
- D-SNP: One crown on one tooth per year
- MSHO & D-SNP: One additional dental exam each year.
- One full mouth x-ray once every 5 years.
- One molar root canal per tooth per lifetime.
- One molar root canal retreatment per tooth per lifetime; only covered if completed at least 24 months after the original root canal.
- Electric toothbrush or water flosser kit

### Dental Cleanings, Exam, Fluoride Varnish:

- 2 per calendar year for all members, no prior authorization required.
- Applies to all PrimeWest members.

### Dental Cleanings, Exam, & Fluoride Varnish:

- 2 per calendar year for all members, no prior authorization required. Up to 2 additional cleanings if medically necessary; no authorization needed.
- Periodontal Scaling and Root Planing: in clinic with service authorization.
- General Anesthesia: in clinic with service authorization.
- Additional exam/X-rays: for diagnostic purposes or new patient with service authorization.

### Dental Cleanings and Exams:

- 2 per calendar year
- MSHO: One crown on one tooth per year
- MSHO & D-SNP: One additional dental exam each year.
- One full mouth x-ray once every 5 years.
- One molar root canal per tooth per lifetime.
- One molar root canal retreatment per tooth per lifetime; only covered if completed at least 24 months after the original root canal.
- Electric toothbrush or water flosser kit

### Dental Cleanings and Exams:

- Up to 4 additional cleanings for those with medical necessity; no prior authorization required.
- Electric toothbrush kit, 3 replacement heads per year

### Transportation Services

- BlueRide: 1-866-340-8648 TTY 711
- RideCareSM: 952-883-7400 or 888-288-1439 (toll free) TTY 711
- Transportation Services: 612-596-1036 or 608-647-0550 TTY 711
- MSHO, MSC+, SNB & D-SNP: 1-888-347-3630 TTY 711 PMAP & MnCare 1-800-373-8335 TTY 711 8 a.m. – 6 p.m., M – F
- Provider Customer Service: 651-348-3222 or (1-866-398-9419 TTY 711)
- Delta Dental Member/Provider Customer Service: 651-768-1415 or 1-855-648-1415 TTY 711
- Delta Dental Member/Provider Customer Service: 651-348-3222 or (1-866-398-9419 TTY 711)
- Delta Dental Member/Provider Customer Service: 1-866-567-7242 1-800-627-3529 TTY 711
- UCare Dental Connection Member/Provider: 651-768-1415 or 1-800-688-2534 M-F 8 am – 5 pm www.ucare.org
- SNBC Dental services: 651-348-3233 or 866-298-5549 TTY 711

### Health Plan Member Services

- MSHO 1-888-740-6013 Medicaid 1-888-711-9862 M-F 8 am – 5 pm www.bluecrossmn.com
- 952-967-7998 or 1-866-885-8880 8 am – 6 pm www.healthpartners.com/ hp/insurance
- 626-2000 or 608-647-0550 MN Relay 800-627-3529 (TTY, Voice, ASL) Hearing Carry Over) or 877-627-3848 speech to speech relay or www.hennepinhealth.org
- 1-866-431-0801 1-800-627-3529 TTY 711 M-F 8 am – 8 pm
- 1-866-567-7242 1-800-627-3529 TTY 711 M-F 8 am – 8 pm
- 1-800-627-3529 TTY 711 M-F 8 am – 8 pm
- 1-866-688-2534 M-F 8 am – 5 pm www.ucare.org

Prepared by the SNBC Dental Access Improvement and Evaluation Project, Health Plan Collaborative Committee Members, updated Spring 2023 Please contact health plan or see plan’s provider manual for most recent information.

An electronic copy can be downloaded at www.stratishealth.org/providers/healthplanpip.html.
Which Minnesota health plans offer each Medicaid product?

<table>
<thead>
<tr>
<th>Coverage</th>
<th>HealthPartners</th>
<th>Hennepin Health</th>
<th>Medica</th>
<th>PrimeWest Health</th>
<th>South Country Health Alliance</th>
<th>UCare</th>
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<tbody>
<tr>
<td>MnCare—Coverage for low-income people age birth to 64. *Effective 1/1/19 non-pregnant MnCare enrollees ages 21 and older are subject to a $15 copayment per visit for non-routine services (D2000-D9999).</td>
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<td>Prepaid Medical Assistance Program (PMAP)—Coverage for children, families, pregnant women, and adults under age 65.</td>
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<td>MN Senior Health Options (MSHO)—Integrated coverage for seniors age 65 and older that combines Medical Assistance and Medicare.</td>
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<td>MN Senior Care Plus (MSC+)—Coverage for low-income seniors age 65 and older who are eligible for Medical Assistance.</td>
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<td>Special Needs BasicCare (SNBC)—Coverage for adults ages 18-64 with certified disabilities.</td>
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<td>Special Needs BasicCare + Medicare (SNP)—Integrated coverage for people ages 18-64 with disabilities that combines Medicaid and Medicare.</td>
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What is a Dental Benefits Manager?
The Dental Coverage Administrator manages the member’s dental benefits in the same way that the health plan manages the medical benefits.

<table>
<thead>
<tr>
<th>Benefit Manager</th>
<th>Health Plan</th>
<th>Responsibilities/Services Provided</th>
</tr>
</thead>
</table>
| Internal Management at Health Plan | HealthPartners, PrimeWest | • Customer Service  
• Dental Care Coordination  
• Claims  
• Grievances and Appeals  
• Management of in network providers |
| **Delta Dental** | Blue Cross, Hennepin Health, Medica, South Country Health Alliance, UCare | **Delta Dental**: Health plans manage members’ medical benefits and Delta Dental manages their dental benefits.  
*Effective 2019, for services provided at State-operated and FQHC dental clinics, follow the Minnesota Health Care Programs (MHCP) benefit set. Dental claims and service authorization requests for services provided at these dental clinics should be submitted to MHCP for processing. For more information, or to check claim and service authorization status, contact the MHCP Provider Contact Center at 1-651-431-2700 or 1-800-366-5411. |