



Idaho Smiles Dental Program Participant Frequently Asked Questions

Overview

The Idaho Smiles dental program provides dental coverage for low-income children and working age adults on the Idaho Medicaid Basic Plan. The Idaho Smiles dental program was implemented on September 1, 2007, and provides dental coverage for approximately 140,000 Idahoans. Participants access dental coverage using an Idaho Smiles Blue Cross of Idaho insurance card.

Highlights of the program include:

- Blue Cross of Idaho has a five-year contract with the State of Idaho, Department of Health and Welfare to administer dental insurance benefits to participants of the Medicaid Basic Plan. This program has been named 'Idaho Smiles' and was implemented on September 1, 2007.
- Blue Cross of Idaho has partnered with DentaQuest, the nation's leading provider of Medicaid dental insurance programs, to administer the Idaho Smiles dental program. Doral currently administers dental insurance to more than 12 million people across the country.
- Blue Cross of Idaho will leverage its presence and reputation in Idaho, with the expertise of DentaQuest in the area of Medicaid dental programs, to provide a more cost-effective dental program for Medicaid Basic Plan participants.
- The dental services covered under Idaho Smiles will match those services currently covered by Idaho Medicaid.
- Idaho Smiles providers will receive reimbursement above the current Medicaid fee schedule for most procedures. A few procedures will remain at the current Medicaid rate.
- Dental providers need to complete an application and sign a provider contract to be included in the Idaho Smiles dental program provider network.
- Participants receive an Idaho Smiles Blue Cross of Idaho insurance card.
- Claims processing is performed by DentaQuest.
- The Idaho Smiles dental program Customer Service number for participants and providers is (800) 936-0978.

PARTICIPANT Q&A

- 1Q: How will a participant know if they are enrolled in the Idaho Smiles dental program?**
A: Participants receive a Blue Cross of Idaho/Idaho Smiles insurance card in the mail with their dental information packet and instructions on how to use their dental benefits. Participants should be sure their regional Health and Welfare office has their current address to ensure their packet and Idaho Smiles insurance card is sent to the correct address.
- 2Q: Will a participant's dental benefits change under the Idaho Smiles dental program?**
A: The dental services covered under Idaho Smiles will match those services currently covered by Idaho Medicaid.
- 3Q: Who does a participant call if they have questions about the program?**
A: Participants can call Idaho Smiles Customer Service at (800) 936-0978.
- 4Q: Is a language line provided for participants who do not speak English?**
A: Yes. Translation services are available through Idaho Smiles Customer Service at (800) 936-0978. English and Spanish will be provided through this number. For participants who need assistance with other languages, the Customer Service Representative will call Certified Languages International (CLI) interpreting service and will hold a conference call with the participant and the interpreting representative.
- 5Q: Do participants need to enroll with a dentist?**
A: No, however participants should be sure the dentist they choose is participating in the Idaho Smiles dental program network. To find dentists who are participating in the Idaho Smiles dental program, participants can:
- Ask their current dentist if they are participating in the Idaho Smiles dental program network.
 - Call Idaho Smiles Customer Service at (800) 936-0978.
 - Check online at www.dentaquestgov.com.
- 6Q: Do participants need a Healthy Connections referral to get dental benefits under Idaho Smiles?**
A: Dental services done in an office or outpatient setting do not need a Healthy Connections referral.
- 7Q: Do participants need prior authorization for services under Idaho Smiles?**
A: Participants should check with their dentist to find out what services require preauthorization under the Idaho Smiles dental program. Their dentist will request any pre-authorizations needed.
- 8Q: What happens if a participant loses eligibility during the course of treatment?**
A: Reimbursement is based on the participant's eligibility on the date the service is performed.
- 9Q: What is the appeals and grievance process for the Idaho Smiles dental program?**
A: Appeals, grievances, and complaints must initially be submitted to DentaQuest, using DentaQuest's procedures. If a participant is not satisfied after going through DentaQuest's procedures, they can file a complaint, or request an administrative review or appeal as allowed in the existing Medicaid rules (see Idaho Code IDAPA 16.05.03 at <http://adm.idaho.gov/adminrules/rules/idapa16/0503.pdf>.) For more information about appeals and grievances, participants or providers can contact Idaho Smiles Customer Service at (800) 936-0978.
- 10Q: Can this program be combined with any other programs or plans?**
A: If a participant has other dental insurance, Idaho Smiles will coordinate benefits with that insurance company. As a Medicaid program, the Idaho Smiles dental program is the payer of last resort when other insurance coverage is available. Participants on the Idaho Smiles dental program will have an Idaho Smiles dental card, and a Medicaid card for medical care. These are two separate programs that will not be combined.

11Q: Will participants receive education about how to use the Idaho Smiles dental services?

A: Blue Cross of Idaho/Idaho Smiles sends an information packet, including instructions on how to find a participating provider, and an Idaho Smiles insurance card, to Medicaid Basic Plan participants. For any additional questions; please contact Idaho Smiles Customer Service at (800) 936-0978.

12Q: What happens if I have a dental emergency?

A: If possible, a participant should seek treatment from a participating Idaho Smiles dentist, using the Idaho Smiles insurance card. If a participant seeks treatment from a dental provider that is not participating in the Idaho Smiles dental program, the participant can be billed for the services they receive. If it is necessary for a participant to seek emergency treatment in a hospital emergency room or physician's office, the services may be covered by Medicaid's medical program using the Medicaid card, if the provider participates in Idaho Medicaid.

13Q: Who can participate in the Idaho Smiles dental program?

A: The contract with Blue Cross only includes Medicaid Basic Plan participants. Medicaid Enhanced Plan participants will still be covered by Medicaid's current dental program (for example, those participants that are elderly, disabled, or have special needs).

14Q: Are women on the Pregnant Women Program allowed to participate?

A: Yes, women on the Pregnant Woman Program will receive dental services through the Idaho Smiles dental program. They will be eligible for Idaho Smiles children or adult dental services depending on their age at the time of service.

15Q: Can a participant choose not to participate in the program if they are a Medicaid Basic Plan participant or on the Pregnant Woman (PW) Program?

A: Yes, Medicaid Basic Plan participants can choose not to participate in the Idaho Smiles dental program; however, they will not receive any other Medicaid dental benefits unless they become eligible for the Medicaid Enhanced Plan.

16Q: Who determines participant eligibility for the Idaho Smiles dental program and how is eligibility verified?

A: Participants should have an Idaho Smiles insurance card from Blue Cross of Idaho. Eligibility for Idaho Smiles should always be verified through either the provider web portal (www.dentaquestgov.com) or Idaho Smiles Customer Service at (800) 936-0978. If the participant does not have an Idaho Smiles insurance card, providers can use the participant's Medicaid ID number to verify eligibility.

Also, the Medicaid electronic POS (point of service) device, EDS software, or MAVIS (the EDS voice response system at (800) 685-3757) can be used to determine eligibility. The eligibility response form EDS will be given in one of three ways:

1. Participant is eligible for Basic Plan (Idaho Smiles)
2. Participant is eligible for Pregnant Women (PW) Program (Idaho Smiles)
3. Participant is eligible for Medicaid Enhanced Plan (EDS).