



Blue Cross® and Blue Shield® of Minnesota and Blue Plus® are nonprofit independent licensees of the Blue Cross and Blue Shield Association.

75530MNNENBLP

# DENTAL BENEFITS

## for SecureBlue<sup>SM</sup> (HMO SNP) members

### Regular dental care helps keep your teeth and body healthy.

Routine dental exams and cleanings can help detect serious oral and medical issues early. Your SecureBlue plan includes a wide variety of dental benefits at no additional cost to you.

#### BASIC DENTAL SERVICES

Your SecureBlue plan includes two routine dental exams per calendar year. Covered services may also include x-rays and fillings.

#### PERIODONTAL MAINTENANCE CLEANINGS

If you've had a deep cleaning known as scaling and root planing in the past to treat gum disease, your dentist has most likely recommended a special type of routine cleaning called periodontal maintenance to prevent further disease. Your SecureBlue plan includes two of these cleanings per year. If additional scaling and root planing is needed, your SecureBlue plan covers it once every two years.

#### The value of routine dental exams and cleanings

- **Routine exams and cleanings** can help detect tooth decay and gum disease early.<sup>1</sup> Gum disease can lead to many serious health issues like diabetes<sup>2</sup>, heart disease<sup>3</sup> and stroke<sup>3</sup>.
- **A routine dental exam** includes an exam of the mouth, throat and neck. This exam can help detect as many as 120 health conditions early.<sup>4</sup> When serious health conditions are found early, they can be treated sooner.

<sup>1</sup>Delta Dental, 2017.

<sup>2</sup>American Diabetes Association, 2017.

<sup>3</sup>American Heart Association, 2017.

<sup>4</sup>America's Oral Health, 2010.

<sup>5,6</sup>Centers for Disease Control and Prevention, 2015.



#### SCHEDULE A DENTAL EXAM OR DENTAL CLEANING TODAY

Call Delta Dental at  
**1-800-774-9049** (TTY **711**)  
Monday through Friday,  
8 a.m. to 5 p.m, Central Time.



#### GUM DISEASE AFFECTS NEARLY HALF OF AMERICANS

**47%** ADULTS OVER AGE 30<sup>5</sup>

**70%** ADULTS OVER AGE 65<sup>6</sup>

## REPAIRS

If you need to repair a tooth, SecureBlue will cover the cost of placing one crown per year on any tooth. SecureBlue will also cover one root canal to any molar. SecureBlue will only cover one root canal per molar during your lifetime. No prior authorization is needed to get a crown or root canal.

## ANOTHER REASON TO SMILE

### Good dental hygiene starts at the dentist and continues at home.

Keep your teeth healthy and clean between dental exams with an **electric toothbrush from SecureBlue** available at no cost to you.

- An electric toothbrush can reach the places you might be missing and gets your teeth cleaner than a regular toothbrush.<sup>7</sup>
- It's easier on your hands, too. If you have arthritis or problems with your hands, an electric toothbrush can make it easier to brush your teeth.



An **ELECTRIC TOOTHBRUSH REDUCED 21% more plaque** and **11% more gingivitis** than a regular toothbrush.<sup>7</sup>

<sup>7</sup>Consumer Reports on Health, 2015.

**Call your Care Coordinator and ask for your complimentary electric toothbrush.**

## NEVER MISS A DENTAL APPOINTMENT

### BlueRide<sup>SM</sup> offers transportation to covered dental visits with in-network dentists.

A BlueRide representative will make sure you're eligible. If you are, you'll get:

- A public bus pass, or
- A scheduled car service ride, or
- Another ride that meets your transportation needs



To schedule, change or cancel a ride, call:  
toll-free **1-866-340-8648** (TTY **711**)  
Monday through Friday, 8 a.m. to 5 p.m.

Dental services are provided through Delta Dental of Minnesota, which is independent from Blue Cross and Blue Shield of Minnesota. Delta Dental provides administrative services for dental benefits, including access to the Minnesota Select Dental network.

SecureBlue<sup>SM</sup> (HMO SNP) is a health plan that contracts with both Medicare and the Minnesota Medical Assistance (Medicaid) program to provide benefits of both programs to enrollees. Enrollment in SecureBlue (HMO SNP) depends on contract renewal. This information is not a complete description of benefits. Contact the plan for more information.

SecureBlue 1-888-740-6013, TTY: 711

Attention. If you need free help interpreting this document, call the above number.

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ملاحظة: إذا أردت مساعدة مجانية لترجمة هذه الوثيقة، اتصل على الرقم أعلاه.

သတိ။ ဤစာရွက်စာတမ်းအားအခမဲ့ဘာသာပြန်ပေးခြင်း အကူအညီလိုအပ်ပါက၊ အထက်ပါဖုန်းနံပါတ်ကိုခေါ်ဆိုပါ။

កំណត់សំគាល់ ។ បើអ្នកត្រូវការជំនួយក្នុងការបកប្រែឯកសារនេះដោយឥតគិតថ្លៃ សូមហៅទូរសព្ទតាមលេខខាងលើ ។

請注意，如果您需要免費協助傳譯這份文件，請撥打上面的電話號碼。

Attention. Si vous avez besoin d'une aide gratuite pour interpréter le présent document, veuillez appeler au numéro ci-dessus.

Thov ua twb zoo nyeem. Yog hais tias koj xav tau kev pab txhais lus rau tsab ntaub ntawv no pub dawb, ces hu rau tus najnpawb xov tooj saum toj no.

ဟ်သုာ်ဟ်သးဘၣ်တက့ၢ်. ဝဲနမ့ၢ်လိာ်ဘၣ်တၢ်မၤစၢၤကလိလၢတၢ်ကကျိးထံဝဲဒၣ်လံာ် တီလံာ်မိတခါအံၤန့ၣ်, ကိးဘၣ်လိာ်ဝဲစီနီၢ်ဂံၢ်လၢထးအံၤန့ၣ်တက့ၢ်.

알려드립니다. 이 문서에 대한 이해를 돕기 위해 무료로 제공되는 도움을 받으시려면 위의 전화번호로 연락하십시오.

ໂປຣດຊາບ, ຖ້າຫາກ ທ່ານຕ້ອງການການຊ່ວຍເຫຼືອໃນການແປເອກະສານນີ້ພຣີ, ຈົ່ງໂທໄປທີ່ໝາຍເລກຂ້າງເທິງນີ້.

Hubachiisa. Dokumentiin kun tola akka siif hiikamu gargaarsa hoo feete, lakkoobsa gubbatti kenname bilbili.

Внимание: если вам нужна бесплатная помощь в устном переводе данного документа, позвоните по указанному выше телефону.

Digniin. Haddii aad u baahantahay caawimaad lacag-la'aan ah ee tarjumaadda qoraalkan, lambarka kore wac.

Atención. Si desea recibir asistencia gratuita para interpretar este documento, llame al número indicado arriba.

Chú ý. Nếu quý vị cần được giúp đỡ dịch tài liệu này miễn phí, xin gọi số bên trên.

## Civil Rights Notice

**Discrimination is against the law.** Blue Plus does not discriminate on the basis of any of the following:

- race
- color
- national origin
- creed
- religion
- sexual orientation
- public assistance status
- age
- disability (including physical or mental impairment)
- sex (including sex stereotypes and gender identity)
- marital status
- political beliefs
- medical condition
- health status
- receipt of health care services
- claims experience
- medical history
- genetic information

**Auxiliary Aids and Services:** Blue Plus provides auxiliary aids and services, like qualified interpreters or information in accessible formats, free of charge and in a timely manner to ensure an equal opportunity to participate in our health care programs. **Contact** Blue Plus at [Civil.Rights.Coord@bluecrossmn.com](mailto:Civil.Rights.Coord@bluecrossmn.com), or call SecureBlue Member Services at 1-888-740-6013 (TTY: 711), or your preferred relay services. The call is free.

**Language Assistance Services:** Blue Plus provides translated documents and spoken language interpreting, free of charge and in a timely manner, when language assistance services are necessary to ensure limited English speakers have meaningful access to our information and services. **Contact** Blue Plus at [Civil.Rights.Coord@bluecrossmn.com](mailto:Civil.Rights.Coord@bluecrossmn.com), or call SecureBlue Member Services at 1-888-740-6013 (TTY: 711), or your preferred relay services. The call is free.

## Civil Rights Complaints

You have the right to file a discrimination complaint if you believe you were treated in a discriminatory way by Blue Plus. You may contact any of the following four agencies directly to file a discrimination complaint.

### U.S. Department of Health and Human Services' Office for Civil Rights (OCR)

You have the right to file a complaint with the OCR, a federal agency, if you believe you have been discriminated against because of any of the following:

- race
- color
- national origin
- age
- disability
- sex
- religion (in some cases)

Contact the **OCR** directly to file a complaint:

U.S. Department of Health and Human Services  
Office of Civil Rights  
200 Independence Avenue SW  
Room 515F  
HHH Building  
Washington, DC 20201  
Customer Response Center: Toll-free: 800-368-1019  
TDD 800-537-7697  
Email: [ocrmail@hhs.gov](mailto:ocrmail@hhs.gov)

### **Minnesota Department of Human Rights (MDHR)**

In Minnesota, you have the right to file a complaint with the MDHR if you believe you have been discriminated against because of any of the following:

- race
- color
- national origin
- religion
- creed
- sex
- sexual orientation
- marital status
- public assistance status
- disability

Contact the **MDHR** directly to file a complaint:

Minnesota Department of Human Rights  
540 Fairview Avenue North  
Suite 201  
St. Paul, MN 55104  
651-539-1100 (voice)  
800-657-3704 (toll free)  
711 or 800-627-3529 (MN Relay)  
651-296-9042 (fax)  
[Info.MDHR@state.mn.us](mailto:Info.MDHR@state.mn.us) (email)

### **Minnesota Department of Human Services (DHS)**

You have the right to file a complaint with DHS if you believe you have been discriminated against in our health care programs because of any of the following:

- race
- color
- national origin
- creed
- religion
- sexual orientation
- public assistance status
- age
- disability (including physical or mental impairment)
- sex (including sex stereotypes and gender identity)
- marital status
- political beliefs
- medical condition
- health status
- receipt of health care services
- claims experience
- medical history
- genetic information

Complaints must be in writing and filed within 180 days of the date you discovered the alleged discrimination. The complaint must contain your name and address and describe the discrimination you are complaining about. After we get your complaint, we will review it and notify you in writing about whether we have authority to investigate. If we do, we will investigate the complaint.

DHS will notify you in writing of the investigation's outcome. You have the right to appeal the outcome if you disagree with the decision. To appeal, you must send a written request to have DHS review the investigation outcome. Be brief and state why you disagree with the decision. Include additional information you think is important.

If you file a complaint in this way, the people who work for the agency named in the complaint cannot retaliate against you. This means they cannot punish you in any way for filing a complaint. Filing a complaint in this way does not stop you from seeking out other legal or administrative actions.

Contact **DHS** directly to file a discrimination complaint:

Civil Rights Coordinator  
Minnesota Department of Human Services  
Equal Opportunity and Access Division  
P.O. Box 64997  
St. Paul, MN 55164-0997  
651-431-3040 (voice) or use your preferred relay service

### **Blue Cross and Blue Shield of Minnesota and Blue Plus Complaint Notice**

You have the right to file a complaint with Blue Cross and Blue Shield of Minnesota and Blue Plus if you believe you have been discriminated against because of any of the following:

- Medical Condition
- Health Status
- Receipt of Health Care Services
- Claims Experience
- Medical History
- Genetic Information
- Disability (including mental or physical impairment)
- Marital Status
- Age
- Sex (including sex stereotypes and gender identity)
- Sexual Orientation
- National Origin
- Race
- Color
- Religion
- Creed
- Public Assistance Status
- Political Beliefs

You can file a complaint and ask for help in filing a complaint in person or by mail, phone, fax, or email at:

Nondiscrimination Civil Rights Coordinator  
Blue Cross and Blue Shield of Minnesota and Blue Plus  
M495  
PO Box 64560  
Eagan, MN 55164-0560  
Toll Free: 1-800-509-5312  
TTY: 711  
Fax: 651-662-9478  
Email: [Civil.Rights.Coord@bluecrossmn.com](mailto:Civil.Rights.Coord@bluecrossmn.com)

American Indians can continue or begin to use tribal and Indian Health Services (IHS) clinics. We will not require prior approval or impose any conditions for you to get services at these clinics. For elders age 65 years and older this includes Elderly Waiver (EW) services accessed through the tribe. If a doctor or other provider in a tribal or IHS clinic refers you to a provider in our network, we will not require you to see your primary care provider prior to the referral.

