

# Michigan Dental Program



# Mission

Michigan Department of Health and Human Services (MDHHS) provides opportunities, services, and programs that promote a healthy, safe and stable environment for residents to be self-sufficient.

# Michigan Dental Program Team

**Jennifer Calkins**  
**Eligibility Specialist**

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**Program Coordinator**

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**Program Analyst**

**Delta Dental**  
**Dental Benefit Manager**

# What is the Michigan Dental Program?

- The Michigan Dental Program (MDP) is a comprehensive dental access program for persons with HIV/AIDS to help reduce barriers to obtain optimum oral health.
- We currently have over 2,300 enrolled members.



# Why is dental care important to people with HIV/AIDS?

- Poor nutrition from mouth pain increases chances for a health- related problem.
- Compromised immune systems.
- Medications decrease natural saliva production causing dry mouth.
- Increased risk for cavities.
- Periodontal disease that can lead to tooth loss.



# How can MDP help?

Access to over 2,000 dentist statewide.

No out-of-pocket cost if member sees a **Delta Dental PPO provider** for **covered** services.

Covered services are found in the MDP Dental Handbook.

Pays for 3 preventive cleaning appointments per year to help maintain Oral Health.

Out of State emergency dental treatment (in network only).

Access to dental specialists.

Can be dually-enrolled in Medicaid, Medicare, and MDP.

MDP fills gaps in Medicaid dental coverage.

# Eligibility Requirements

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- Must have HIV/AIDS.
- Resident of Michigan.
- Income must be 500% above the Federal Poverty Level (\$72,900 household size 1).
- No private dental insurance that is paid for out of pocket other than a Medicare Supplement plan.
- No Employer/spousal private dental insurance.
- Must apply for Medicaid (if no other insurance).
- Can be enrolled in Medicaid, Medicare, and MDP.
- MDP is Payor of Last Resort.



# Applications and Useful Resources

- Online application is available at: [www.michigan.gov/milogin](http://www.michigan.gov/milogin)
- Paper applications are available on the MDP webpage: [Michigan.gov/OralHealth](http://Michigan.gov/OralHealth)
- Documents available in English, Spanish, and Arabic on the MDP webpage:
  - Promotional Brochures
  - Annual Application
  - MDP Enrollment Instructions
  - Combined Declarations form
  - MDP Dental Benefits Handbook
  - MDP Benefits at Glance Flyer





# Applying for Coverage

Apply for Dental coverage using your MILOGIN. Choose Michigan Drug Assistance Program/Michigan Dental Program application to get started.

[www.michigan.gov/milogin](http://www.michigan.gov/milogin)

Please begin to use the online system for applications.

Paper applications will still be available upon request and or mailed out to those not enrolled in the online system.

MDP fax number is 517-763-0220 and will go directly to MDP Eligibility Specialists secured computer fax.

# Approval Process

- Applications will be reviewed as they are received. MDP reviews online applications, faxes and mail applications. Please allow 10 days processing time for all applications.
- Once Approved, all applications will be updated in the Delta Dental System. At this time, only applications submitted thru the online system will be approval in that system. If other methods are used, they will not show up in the online system. Member will either need to contact MDP or visit the Delta Dental Portal for further information. MDP member number can be found on the Delta Dental card.
- Eligibility is for 1 year.
- Eligibility begins the first day of the month of the subgroup in which they are approved.

# Approval Process continued.....

- If applying using the online system. Approval letters and Handbooks can be found under the Resource tab in the online system.
- Mail or faxed applications: Approval letters and Coverage at a Glance flyers will be mailed or emailed upon approval. Handbooks for new members will be sent directly from Delta Dental. Renewal members may find Handbook on our website at [www.michigan/oralhealth](http://www.michigan/oralhealth).
- Delta Dental will send member ID cards to new members only. Renewing members should already have their cards. If a duplicate card is needed: Contact MDP or Delta Dental directly.





# Yearly Renewals


- MDP members must apply once a year to renew dental coverage.
- Renewal application forms are sent from MDP to members 3-4 weeks prior to due date. These will now only go out to members that HAVE NOT applied online.
- Online Renewals will have renewal tabs in the online application 30 days prior to renewal time.
- Coverage terminates 60 days after due date if renewals are not completed
- Dental services are not paid for terminated clients.
- Contact MDP for eligibility questions, changes to client name or address @ 844-648-3384

A large, stylized graphic on the left side of the slide. It consists of several concentric, overlapping circular bands in shades of light blue and light green, creating a sense of depth and movement. The text 'Delta Dental (Benefit Manager)' is centered within the white space of these bands.

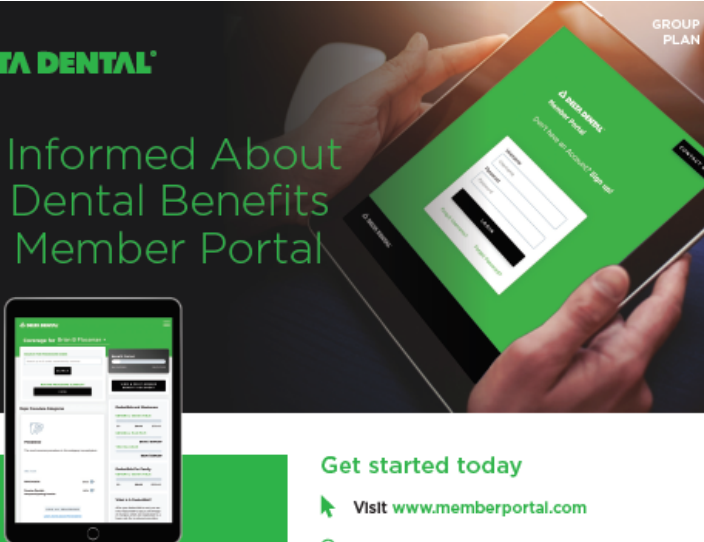
# Delta Dental (Benefit Manager)

- Members must see a **Delta Dental PPO provider** (in network dentist). MDP does not make payment if provider is out of network.
- Benefit coverage details are found in the **MDP Dental Handbook**. Translated in Spanish and Arabic on the MDP webpage [www.michigan/oralhealth](http://www.michigan/oralhealth).
- Delta Dental will send wallet size dental cards to **New** clients only.
- Member portal gives clients 24/7 access to:
  - Delta D. member card
  - Find an in-network dentist
  - View claims including pre-authorized treatment plans
  - Explanation of Benefits (EOBs)
- DD Member Portal: [www.memberportal.com](http://www.memberportal.com)
- Replacement cards can be ordered via DD patient portal, DD call center, or call MDP directly.
- DD Call Center 800-524-0149 M-F, 8:30 am to 8 pm

Find the DD Member Portal document in English and Spanish on the MDP webpage:  
[Michigan.gov/OralHealth](http://Michigan.gov/OralHealth)



Stay Informed About Your Dental Benefits With Member Portal



**Member Portal gives you 24/7 access to important information about your dental benefits.**

With Member Portal, you can:

- See which members are covered on your plan, now and in the future
- Find an in-network dentist
- See common procedures
- Access an online ID card
- View the status of all claims and toggle between different family member claims
- View and print Explanation of Benefits (EOBs)

NOTE: Member Portal has replaced Consumer Toolkit.

**Get started today**

➤ Visit [www.memberportal.com](http://www.memberportal.com)

1 Log In using your existing Consumer Toolkit® credentials

OR


If you do not have existing credentials, click "Sign up"

Complete the required fields and follow the on-screen instructions to register as a new user

NOTE: You will need the subscriber's ID (the person whose name is on the benefit package). The member ID is an assigned number unique to the subscriber. In many cases, the member ID is the same as the subscriber's Social Security number.

2 **Questions? Call Toolkit Support at 866-356-0301**

Privacy of your online benefit information is assured through highly secure encryption technology.



Scan the QR code to access Member Portal.

# MDP HANDBOOKS

- Strongly encourage your clients to read the MDP Dental Handbook explaining how dental coverage works through this program.
- See the MDP Dental Handbook for:
  - How to use the MDP.
  - Procedures the MDP covers & does NOT cover.
  - Complaints & Appeals.
  - Definitions and more.
- MDP Members must see a Delta Dental PPO network provider. This includes specialist such as oral surgeons.
- Call Pam if you need help finding an in-network specialist in rural areas.



# MDP CONTACT INFO:



- Michigan Dental Program

- 844-648-3384
- Michigan.gov/Oral Health
- Fax Number: 517-763-0220

- Jennifer Calkins      [Calkinsj@michigan.gov](mailto:Calkinsj@michigan.gov)
- Pam Manning        [ManningP3@michigan.gov](mailto:ManningP3@michigan.gov)
- Jaymee Clark        [Clarkj36@michigan.gov](mailto:Clarkj36@michigan.gov)

844-648-3384 Eligibility  
517-512-0241 Coordinator  
Program Analyst

- Delta Dental Call Center  
800-524-0149 M-F 8:30 am – 8 pm  
Contact MDP for any changes or updates to records



Questions?

