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MEDICAID INFORMATION RELEASE 2007-17

TO: **All Idaho Medicaid dental providers**

FROM: **Leslie M. Clement, Administrator**

RE: **Idaho Smiles – A New Dental Program for Medicaid's Basic Plan Participants**

As part of Medicaid Modernization, Medicaid has awarded a contract for dental insurance coverage for Medicaid Basic Plan participants to Blue Cross of Idaho. This new dental insurance program is called Idaho Smiles, and will cover approximately 140,000 children and adults who are eligible for the Medicaid Basic Plan. The dental coverage is nearly identical to Medicaid's current dental program coverage.

Blue Cross will sub-contract provider credentialing and enrollment, customer service, claims processing, and other operations for Idaho Smiles to Doral Dental USA. Doral is the largest Medicaid dental services company in the nation, currently administering dental insurance to more than nine (9) million participants across the United States. By utilizing the provider network, claims processing experience, and preventive outreach and education programs of Blue Cross and Doral, Idaho Smiles is expected to improve access to dental care and improve dental health for Idahoans eligible for the Medicaid Basic Plan.

Important information about Idaho Smiles:

- The benefits for Idaho Smiles begin with dental services provided on or after 9/1/07 for all Medicaid Basic Plan participants.
- Idaho Smiles has two (2) benefit packages – one for children through the month of their 21st birthday, and one for adults.
- During the month of July, 2007 Doral will send enrollment packets and fee schedules to licensed dentists in Idaho and out-of-state bordering counties.
- The fee schedule for Idaho Smiles will be at, or above the current Medicaid fee schedule.
- There is no co-pay or out-of-pocket expense for participants when covered services are provided by a participating dentist.
- Participants on the Medicaid Basic Plan must present their Idaho Smiles card to their dentist at the time of service; their Medicaid card will not cover dental care.
- Women eligible for Medicaid's Pregnant Women program will be covered by Idaho Smiles. Their benefits will be based on their age at the time of dental services.
- Dental benefits for participants on the Medicaid Enhanced Plan will not change. Their claims will continue to be processed through EDS.
- Doral's toll-free Provider Recruitment number is: (800) 685-9971.
- Doral's toll-free Customer Service number for providers and participants is: (800) 936-0978. This number will not be activated until 9/1/07.

If you have questions about Idaho Smiles, please contact Arla Farmer, Division of Medicaid, Bureau of Medical Care at (208) 364-1958, or via email at farmera@dhw.idaho.gov

LMC/af