

TennCare members in nursing facilities and ICF/IID with Incurred Medical Expenses (IMEs)

FAQs



Starting January 1, 2023, TennCare Medicaid members in Nursing Facilities and Intermediate Care Facilities for Individuals with Intellectual Disabilities (ICF/IID) will now have access to TennCare's Adult Dental Plan. This dental plan is managed by DentaQuest which is TennCare's contracted dental benefits manager.

**If you receive questions that should be added to this, please share those with crystal.d.manners@tn.gov and sarah.shannon@dentaquest.com so we may share them with all of our partners.*

1. Who can I see for dental care? Where can I find dental providers?

Please call DentaQuest at 1-855-418-1622 for questions about your dental benefits or dental providers. Members in a Nursing Facility and ICF/IID may be referred to DentaQuest. If you already have a Dentist that is treating you at the Nursing Facility and ICF/IID and would like to continue seeing that Dentist, please call DentaQuest. To check if your dentist is a participating provider with TennCare's Adult Dental Plan, please visit The Dentist Tool at <https://dentaquest.com/find-a-dentist-gov/>.

2. If my dentist has not completed my treatment as of January 1, 2023, and they are no longer my dentist, what will happen?

If the dentist who has been treating the member has already been paid for the service, then they will be expected to complete that service. If this does not happen, DentaQuest will work with the member to ensure that their dental needs are met.

3. Will I get a DentaQuest ID card for dental benefits?

DentaQuest will not send a card. Members in Nursing Facilities or ICF/IID should be told to show their TennCare member ID card or MCO ID card at the time of service for proof of coverage..

4. How do I receive information regarding my new dental benefit?

Members will receive a welcome packet from DentaQuest when they are eligible. Current TennCare adult members should be receiving a packet in December 2022. The member should make sure their address in TennCare Connect is correct.

5. If I do not have Medicare or a Patient Liability, would I be eligible for the TennCare Adult Dental Plan?

. Yes, you will be eligible for the TennCare Adult Plan. Every adult TennCare member is eligible for dental coverage. This includes members who have a \$0 Patient Liability amount. Medicare coverage is **not** required.

6. Will my benefits change if I have Incurred Medical Expenses (IMEs) in Nursing Facility or ICF/IID?

As of January 1, 2023, your dental benefits will be covered by TennCare's new Adult Dental Plan. You may be eligible for some dental benefits that are not covered under TennCare's Adult Dental Plan through Incurred Medical Expenses.

TennCare members in nursing facilities and ICF/IID with Incurred Medical Expenses (IMEs)

FAQs

For more information on services that are not covered through TennCare's Adult Dental Plan, please call TennCare Connect for free at 1-855-259-0701.

7. How does this affect my IME deducted dental insurance?

TennCare is very excited to be rolling out adult dental benefits to you. Now that you'll have these benefits through TennCare Medicaid, you won't have to keep your other dental insurance, even if you're in a nursing facility.

8. What services are covered under TennCare's Adult Dental Plan?

- a. Diagnostic X-rays and Exams
- b. Preventive Cleanings
- c. Topical Fluoride Treatments and Caries Arresting Medicament
- d. Restorative (Fillings)
- e. Endodontics
- f. Scaling and Root Planing
- g. Full Mouth Debridement
- h. Crowns
- i. Complete Dentures
- j. Partial Dentures
- k. Immediate Complete Dentures and Complete Denture Relines
- l. Tooth Extractions
- m. Alveoplasty (*Bone Contouring for Denturing*)
- n. Removal of Lateral Exostosis (*Removal of Bone for Denturing*)
- o. Removal of Torus Palatinus (*Removal of Bone for Denturing*)
- p. Removal of Torus Mandibularis (*Removal of Bone for Denturing*)
- q. Palliative Treatment
- r. Nitrous Oxide Analgesia, Anxiolysis

9. What is the maximum dollar amount of my benefit?

There is not a maximum or cap dollar amount for your benefit. TennCare Adult Dental benefits include any covered service that has been determined to be medically eligible.