



# 2024 Dental Changes

## Member Frequently Asked Questions

Nebraska Medicaid is making many improvements to dental coverage starting January 1, 2024. The changes aim to improve your access to dental care across the state.

As a Medicaid member, you will see the following changes to your dental coverage in 2024:

- 1. Wisdom tooth extraction:** Nebraska Medicaid will now cover wisdom tooth extraction if your dentist believes it would be beneficial to remove wisdom teeth that are not causing health issues but are likely to cause dental problems in the future. This will help you prevent dental-related health issues sooner rather than later.
- 2. Removing the annual dental benefit maximum:** The dental maximum currently limits most adult members to \$750 of dental care a year. Removing the dental benefit maximum will eliminate some barriers you face when accessing dental care.

# Frequently Asked Questions

**Q.** How will these changes affect my access to dental care?

**A.** These changes will improve your access to dental care. We hope these changes will make it easier for you to maintain your dental hygiene and health.

**Q.** Will I still have coverage for the same dental services?

**A.** Yes, your dental coverage through Nebraska Medicaid will stay the same.

**Q.** What does the removal of the yearly benefit maximum mean for my dental care?

**A.** Members who will not have to delay the care they need if they go over the dental maximum. You will usually only go over the maximum during your first year of Medicaid Coverage or if you have dental problems that need additional care.

**Q.** Will there be changes in the dentists who accept Medicaid members?

**A.** You will need to make sure that your dentist is covered by your health plan. You can do so by contacting your dentist or by calling your health plan at:

- Molina Healthcare
  - Member Services: 1-844-782-2018
- Nebraska Total Care
  - Member Services: 1-844-813-6769
- United Healthcare
  - Member Services: 1-800-641-1902

**Q.** Will I get a notice in the mail about these changes?

**A.** Yes, your health plan will be sending you additional information so you know what to expect.

**Q.** Will other parts of my Medicaid coverage or benefits change?

**A.** All other parts of your Medicaid coverage and benefits will remain the same.

**Q.** What if I have questions about my dental coverage?

**A.** You can contact ACCESSNebraska from 8:00 a.m. to 5:00 p.m. Monday through Friday by:

- Email at [DHHS.ANDICenter@nebraska.gov](mailto:DHHS.ANDICenter@nebraska.gov)
- Over the phone by calling:
  - Omaha: (402) 595-1178
  - Lincoln: (402) 473-7000
  - Toll-Free: (855) 632-7633
  - TDD: (402) 471-7256