

# Who can I see for dental care? Where can I find a dentist?

# Please call Renaissance at 866-864-2526 for questions about your dental benefits or dental providers. To check if your dentist is a participating provider with TennCare’s Children or Adult Dental Plan, please visit Renaissance’s Find a Dentist search tool *(URL)*.

# Will I get a Renaissance ID card for dental benefits?

Renaissance will not send a card. Show your TennCare member ID card at the time of service for proof of coverage or the ID card of your medical plan.

# How do I receive information regarding my new dental benefit?

When you are eligible for dental benefits, you will receive a welcome letter from Renaissance. Make sure your address in TennCare Connect is correct.

1. **Can dentists send members a bill if TennCare does not cover the full cost of a dental service (also known as ‘balance bill’)?**

Dentists who accept TennCare cannot balance bill. A dentist who provides care to TennCare members agrees to accept the TennCare fee as payment in full. TennCare will only pay for services up to the TennCare fee, minus whatever is covered by your primary insurance.

1. **What if I have other dental coverage, such as Medicare Advantage?**

Your Medicaid dental benefit is the payer of last resort. Your dentist will need to first submit your claim to your primary dental insurer, such as your Medicare Advantage plan. After the primary has paid out, your provider will submit the claim to Renaissance for any remaining payment. Your dentist will send your EOB from your primary insurer to Renaissance showing how much they paid.

1. **Would a dual eligible member have any out-of-pocket expenses?**

Dual members should not have out-of-pocket expenses for TennCare covered services. Providers may not collect a primary co-pay from a TennCare member.

1. **If I have a specific question about coordination of benefits, who should I call first – Renaissance or my Medicare Advantage dental plan?**

You should call your Medicare Advantage plan first, as that is your primary insurance.