

Dentures FAQs

This sheet is designed to answer questions about the 2022 Value-Added Benefit (VAB) for dentures. VAB benefits are subject to change and supply limits may apply.

Q: What are complete (full) dentures vs. partial dentures?

A: Complete dentures means that no teeth are remaining. A complete denture can be upper, lower, or both. Partial dentures mean some teeth remain upper, lower or both where the partial is needed. A member may need partial lower and complete upper (or vice versa), partial upper and/or lower, complete upper and/or lower.

Q: How much does Passport pay for dentures?

A: Up to \$700 for a complete upper or lower denture

Q: How much does Passport pay for a partial denture?

A: \$300

Q: Does Passport cover implants or snap-on dentures?

A: No

Q: What do providers have to do to be eligible to provide dentures?

A: Submit completed Vendor Set-Up Form and a copy of their W-9

Q: When do providers get paid?

A: After a member receives dentures or when dentures are ready to be provided to the member, and within 30 days of Passport's receipt of invoice.

Q: How do providers get paid?

A: Submit invoice with the required information:

Provider's Name, Complete Address, Phone Number

Date of Invoice

Description of Service

Amount

Member name, DOB, Medicaid ID:

Information may be emailed or faxed:

Email address: KY_VAB_ProviderForms@molinahealthcare.com

Fax #: 800-983-9160

Invoice can be for multiple members with supporting documentation for individual members, Medicaid ID is optional.

Q: How can a provider confirm that a member is eligible and approved for VAB?

A: Providers should call the Provider Services line and select the option for Care Management or send an email to KYVAB@molinahealthcare.com. The member's assigned CM can determine if the member is eligible and, if a CM is not assigned, someone will be assigned to work with the member.

Q: Who does a provider contact with questions?

A: Email KY Provider Relations providerrelations@passporthealthplan.com

- Indicate **dentures** question in the subject line

Q: How does a provider know they have been approved as a dentures VAB provider?

A: They will be notified with a supplier ID when they are established.

Q: How will provider be informed that direct deposit payment has been made?

A: If there is an email on file, they receive an email late on the day of the payment. If there is no email on file, no notification is given.

Q: Are all Passport members eligible for this benefit?

A: Members must:

- Have Passport Health Plan by Molina Healthcare **Medicaid** as their primary insurance
- Be enrolled in care management with Passport

Q: How does a member enroll in care management?

A: Providers can fax or email the completed [referral form](#) to Passport at 800-983-9160 or CareManagement_KY@passporthealthplan.com, or call 800-578-0775 and speak to one of our Care Management team members. Members can call the Member Services line at 800-578-0603 to speak to a member of our Care Management team.