

City of Albuquerque Employees  
Choose Blue<sup>SM</sup>



**WELCOME**

City of Albuquerque  
and Participating Entities  
Employees

One of the  
**Largest Dental Carriers**  
NATIONWIDE and in NEW MEXICO



Providing **Dental benefits**  
to **New Mexico employers**  
**SINCE 1975**



Trusted by **OVER 600**  
**NEW MEXICO** employers\*\*



**Nearly 5 Million**  
**Dental members**  
Nationwide



One of the **LARGEST**  
**DPPO Dental Networks**



**OVER 1,100**  
unique dentists in  
**New Mexico** and **OVER**  
**145,000**  
Nationwide\*

More unique providers in our  
network than any other carrier!



**BlueCross BlueShield**  
of New Mexico

\*Network360® Analytics Suite (March 2024).

\*\*February 2024 Membership Report

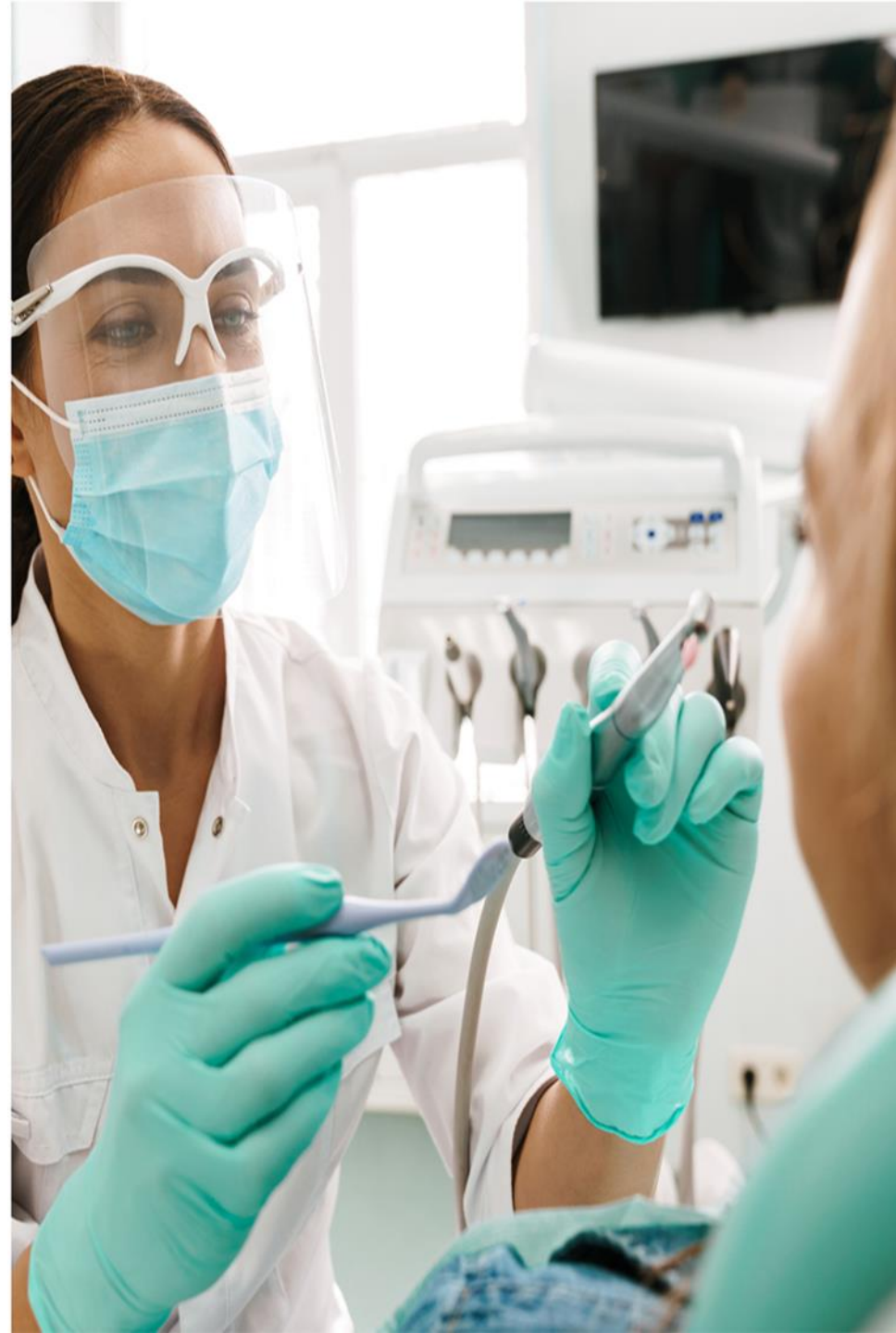
# City of Albuquerque Dental Plan (7-1-2024 Effective)

PLAN FEATURES	In-Network Dentist	Out-of-Network MAC
Individual Deductible		\$50
Family Deductible		\$150
Annual Benefit Maximum		\$1,500
SERVICES		
<b>*Class 1: Preventive Services</b> <b><i>Deductible does not apply</i></b> (Exams, Cleanings, X-rays, Fluoride, Sealants, Space Maintainer, Periodontal Maintenance, Palliative)	100%	80%
<b>Class 2: Basic Restorative Services</b> (Fillings, Denture Reline/Rebase, Endodontic, Oral Surgery, Periodontal Services, Surgical Extractions Crown & Bridge Repair)	85%	85%
<b>Class 3: Major Services</b> (Dentures, Bridges, Implants, Crowns, Inlays, On-lays)	50%	50%
<b>Class 4: Orthodontia Services</b> Dependent Children coverage to Age 26 Employee and Spouse Covered	50%	50%
<b>Ortho Lifetime Maximum per individual</b>		\$1,200

\* Benefits do not apply towards \$1,500 Annual Maximum

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## NETWORK



# BlueCare Dental<sup>SM</sup> PPO Network

One of the largest national and local dental networks

## Savings

- You can lower your out-of-pocket costs when you choose to visit a BlueCare Dental PPO provider.

PPO Savings Example:	PPO Dentist Crown (D2752)	Non-PPO Dentist Crown (D2752)
Billed Charge	\$1013.00	\$1013.00
Allowable Amount	\$663.00	\$1013.00
Dental Plan pays 50%	\$331.50	\$506.50
Member's Responsibility	\$331.50	\$506.50

- No balance billing when using a network dentist. You are not billed for costs exceeding the allowable amount (except coinsurances and deductibles).
- Discounts of 30 percent to 50 percent are available to BlueCare Dental members to save money when they utilize a network dentist

## Convenience

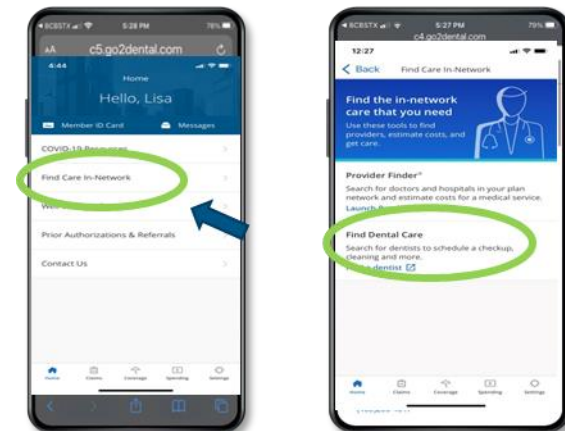
- Use the Provider Finder<sup>®</sup> to locate an in-network dentist

Log in to Blue Access for Members<sup>SM</sup>

From the Dashbord page: Click on: Dental Care  
*Find in Network Dentists*

Click on "Find Dentist"

Search for an in-network dentist by: *Dentist Name, Location, County, or Center Name.*





INTEGRATED  
APPROACH

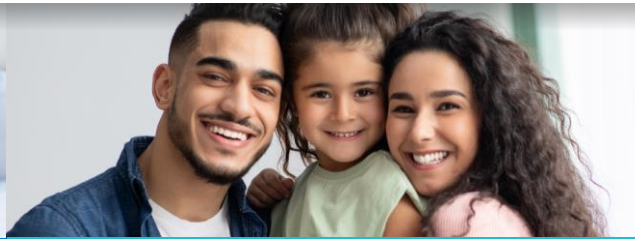


# Identifying Member Risk and Need

Level of support determined by member risk



WELL AND LOW-RISK MEMBERS



MODERATE-RISK MEMBERS



HIGH-RISK MEMBERS

Self-help tools are available to all members to maintain or improve health, regardless of different health conditions or levels of risk.

Engagement Reminders are sent to members who need to maintain or improve medical or dental health.

Enhanced benefits are available to members with certain chronic health conditions.

- New Mothers

- Sealants
- Periodontal Disease

- Diabetes
- Heart Disease

Member reminders **IMPROVE ENGAGEMENT!**

# ENGAGE.. INFORM.. SUPPORT



## Reminders to Promote Healthy Habits

 BlueCross BlueShield of New Mexico



**By managing your diabetes, you manage more than your blood sugar.<sup>1</sup>**

**You're helping prevent gum disease and other infections in your mouth.**

Gum disease can be more severe and take longer to heal if you have diabetes. If you have gum disease, your diabetes may be harder to manage. Talk to your dentist about the risks of gum disease. Only you and your dentist can determine what is right for you. Check your glass!<sup>2</sup>

For more information on how you can log in to Blue Access for Members, click on the dashboard, SP, and click the button.

[bcbsnm.com](http://bcbsnm.com)

 **MAKE YOUR DENTAL APPOINTMENT TODAY!**

**35%**  
Of **DIABETICS**  
saw a dentist

 BlueCross BlueShield of New Mexico



**Brushing for Two: How Your Oral Health Affects Baby!<sup>1</sup>**

When you take care of your teeth and gums, it can potentially make a difference for your baby, both before and after birth.

Good oral health habits should start as soon as your baby is born. Here are some simple tips:

- Do not put your baby's items, such as toys, spoons, bottles or pacifiers, in your mouth.
- Wipe your baby's teeth and gums with a clean gauze pad or baby toothbrush after each nursing and feeding.
- Schedule your baby's first dental exam before the first birthday.

Only you and your dentist can determine the best benefits for coverage information. For more information on how you can log in to Blue Access for Members, click on the dashboard, SP, and click the button.

[bcbsnm.com](http://bcbsnm.com)

 **MAKE YOUR DENTAL APPOINTMENT TODAY!**

**38%**  
Of **NEW MOMS**  
saw a dentist

 BlueCross BlueShield of New Mexico



**The Link Between Gum Disease and Heart Disease.**

**You might think the mouth and heart don't have much in common.<sup>1</sup>**

Research points to a link between gum disease and inflammation that can precede heart attacks, strokes, and sudden vascular events. Talk to your dentist about the risks of gum disease. Only you and your dentist can determine what is right for you. Check your glass!<sup>2</sup>

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[bcbsnm.com](http://bcbsnm.com)

 **MAKE YOUR DENTAL APPOINTMENT TODAY!**

**30%**  
Of members with **CARDIOVASCULAR DISEASE**  
saw a dentist



IT'S ALL CONNECTED...

## Oral Health's Impact on Medical

### REGULAR DENTAL MAINTENANCE

Members with chronic medical conditions receiving regular preventive dental care experience better medical outcomes than those who do not.

- **Diabetes**
- **Coronary Artery Disease**
- **Congestive Heart Failure**

### THE POWER OF PREVENTION

Studies have shown that for every dollar spent on preventive dental care, \$8-\$50 can be saved in restorative and emergency treatments.



On Average  
**16% LOWER**  
Annual Medical Costs



On Average  
**22% FEWER**  
ER Visits



On Average  
**36% FEWER**  
Hospital Admissions

# BlueCare Dental Enhanced Benefit

**At-risk and high-risk members with diabetes, heart disease or who are pregnant.**

After standard benefits are exhausted, members are eligible for one of the following additional benefits:

- **Routine cleaning**
- **Periodontal scaling and root planing**
- **Periodontal maintenance**

We make it easy! No member action required for, those enrolled in both medical & dental.

Eliminates financial barriers. Members do not have to pay at time of service and seek reimbursement.



MEMBER  
FOCUSED





# CONCIERGE DENTAL SUPPORT

**Member access gets even easier  
when you pair with BlueCare Dental<sup>SM</sup>**

## **Health Advocate concierge support includes:**

- Answering dental benefits questions:
  - Eligibility
  - Coverage, deductibles and maximums
  - Benefit levels for service categories and procedures
- Finding in-network providers
- Scheduling an appointment
- Gap-in-care reminder and easy connection to clinical Health Advocates
- And for claims or more complicated needs, we connect members with the experts at BlueCare Dental



## MEMBER TOOLS



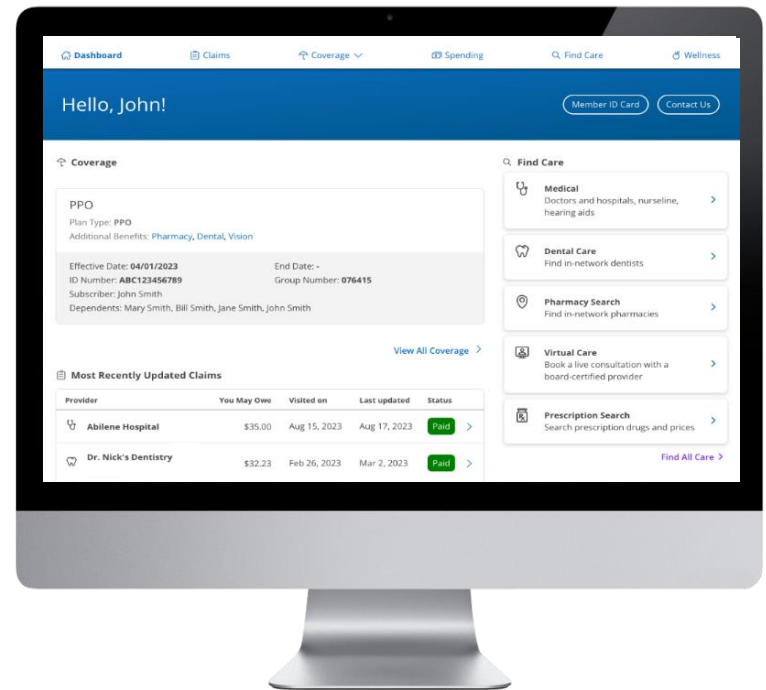


# Help at Your Fingertips



## From Blue Access for Members<sup>SM</sup>, your secure member portal, you can:

- Get copies of your ID card
- See claims and Explanation of Benefits
- Access spending summaries
- Search for a provider through Provider Finder<sup>®</sup>
- Schedule a virtual visit 24/7 with Teledentistry.com
- Engage in better overall health and wellness



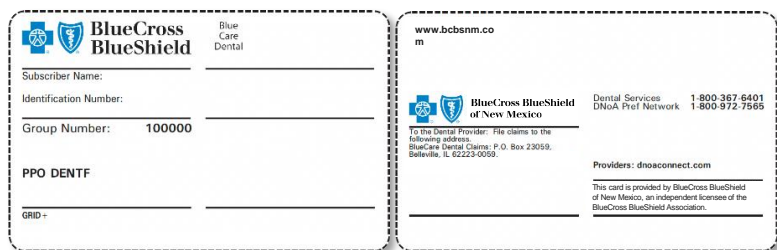
# Dental ID Cards

## Accessibility Options:

- ID cards will be mailed to all members
- Download and print an ID card from our member portal, Blue Access for Members<sup>SM</sup>
- Order a new ID card via our portal
- Utilize your digital ID card via our BCBSNM mobile application

## Member ID Card

Medical Dental



Download the [BlueCross Blue Shield of New Mexico \(BCBSNM\) app](#) to view on your mobile device.

## Digital Member ID Card

The image is of the member ID card and proof of insurance for any doctor or hospital visit. Simply download or print the image and show it to your provider.

Download the [Blue Cross Blue Shield of New Mexico \(BCBSNM\) app](#) to view on your mobile device.

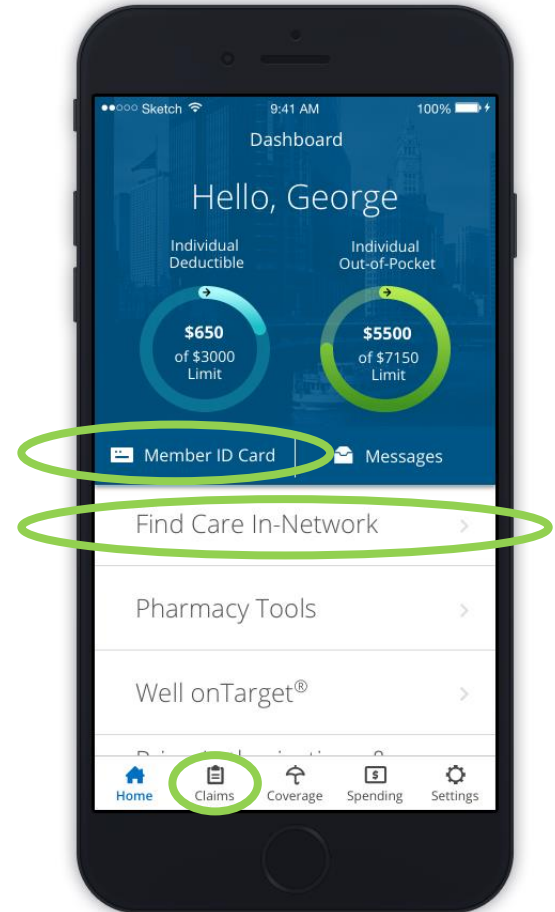
[View and Download](#)

# BCBSNM App

## Members can use the app to:

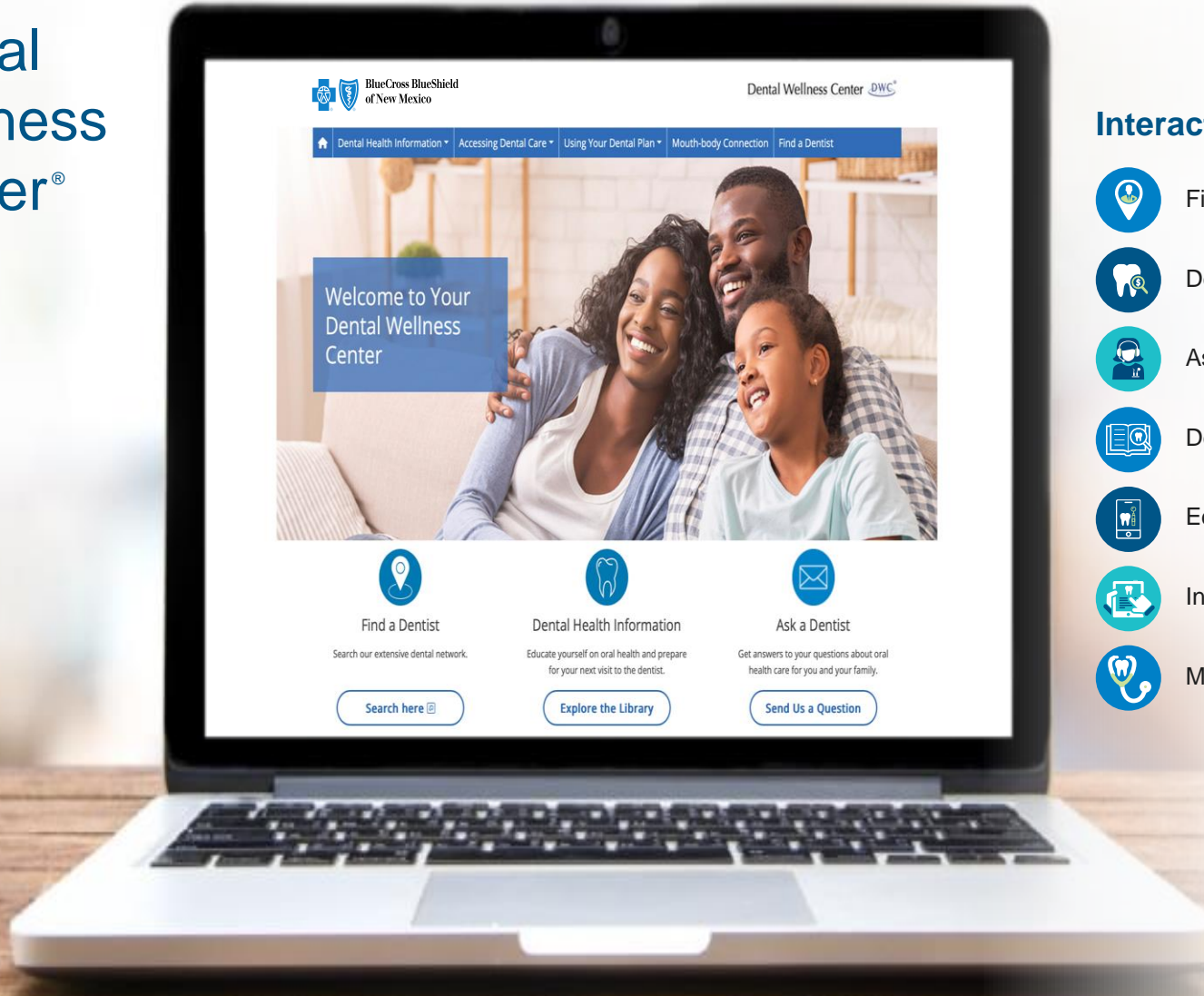
- View or email ID card information, or add it to Apple Wallet
- Check dental claims status and see what they may owe
- Find in-network dentists

Text **BCBSNMAPP** to **33633** to download the app










# Member Resources

## Dental Wellness Center®



### Interactive Web Tools

-  Find a Dentist
-  Dental Cost Advisor
-  Ask a Dentist
-  Dental Dictionary
-  Educational Videos
-  In the News
-  Mouth & Body Connection



QUESTIONS?