



BlueCross BlueShield
of New Mexico

BlueCare Dental Enhanced BenefitSM

Enhanced Dental Benefits for Special Health Conditions

Do you have heart disease or diabetes? Or are you pregnant? If so, you should know that poor dental health can negatively affect these conditions. Evidence also shows that unmanaged diabetes can worsen existing gum disease.

BlueCare DentalSM offers additional dental benefits that can keep you healthier and reduce your overall health care costs by lowering the chance of more serious complications.

What Does the Enhanced Benefit Program Provide?

If you have heart disease, diabetes or are pregnant, the Enhanced Benefit program offers an additional one of the following after your regular benefits have been used:

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

If you have both dental and medical coverage with Blue Cross and Blue Shield of New Mexico, you are automatically eligible for the Enhanced Benefit.

If you're a BlueCare Dental member only, without BCBSNM medical coverage, you may still be eligible for the additional benefit. Please call the number on the back of your dental ID card and ask the representative for the Chronic Condition Verification form.

Healthy Mouth. Healthy Body.

BlueCare Dental ConnectionSM

The Enhanced Benefit program works with BlueCare Dental Connection, which provides:

- Member education about the link between gum disease and other health issues, such as diabetes and heart disease
- 24/7 use of the online Dental Wellness Center®, with facts and tools to help you learn about dental care*

To access the Dental Wellness Center, members can log in to Blue Access for MembersSM at **bcbsnm.com** and select the **My Health** tab on the dashboard, then click on **Wellness** and scroll to the **Dental Wellness Center**.

The Dental Wellness Center allows you to:

- Ask dental questions through **Ask a Dentist**
- Locate an in-network dentist using **Find a Dentist**
- Research dental fees with the **Dental Cost Advisor**
- Search the **Dental Dictionary** for common terms
- View **Educational Videos** on dental topics

*The Dental Wellness Center is an online resource offered by Go2Dental. Go2Dental is an independent company contracted with Dental Network of America, LLC, the administrator of BCBSNM dental products.



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Smile! You Have BlueCare Dental PPOSM

BlueCare Dental PPO offers you and your family access to one of the largest national dental PPO provider networks.¹

This network includes general and specialty dentists in New Mexico as well as across the country. As a plan member of the BlueCare Dental PPO, you can go to any dentist. However, you'll save money and get more from your benefits when you use an in-network dentist. These in-network dentists have agreed to:

- Accept set fees for covered services
- Not bill you for costs over the negotiated fees (except copayments, coinsurance and deductibles)

If you choose an out-of-network dentist, he or she may have higher fees and charge you for amounts not covered by your insurance. To get the most from your benefits, choose an in-network dentist.

Finding an In-Network Dentist is Easy

For a list of in-network general and specialty dentists, go to **bcbsnm.com** and click on **Find Care** and then on **Find a Dentist** on the left side of the page. You can search for a dentist near your home, school or office.

Dedicated Customer Service

After signing up, you will get more detailed information about your dental plan. Look at your plan materials for complete details. Customer Service can answer questions about eligibility, claims, benefits and providers. Just call **877-723-5697** between 8 a.m. and 6 p.m. (CT), Monday through Friday.



BlueCare Dental ConnectionSM

As an enhanced service, Blue Cross and Blue Shield of New Mexico offers BlueCare Dental Connection. This service provides educational information and other resources to help you make choices about your dental care — at no extra cost.

To help you learn about good oral health, BlueCare Dental Connection offers:

- Educational mailings
- 24-hour online access to the Dental Wellness Center[®], which offers educational articles and special tools

To access the Dental Wellness Center, log in to Blue Access for MembersSM at **bcbsnm.com** and select the **My Health** tab on the dashboard, then click on **Wellness** and scroll to the **Dental Wellness Center**.

The Dental Wellness Center allows you to:

- Ask dental questions through **Ask a Dentist**
- Locate an in-network dentist using **Find a Dentist**
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Save More with the BlueCare Dental PPOSM Network Advantage.



With the BlueCare Dental PPO plan, you have access to one of the largest national dental PPO network of providers. You have the option to choose any dentist, but you can lower your out-of-pocket costs when you choose a dentist who participates in the BlueCare Dental PPO network.



Savings

Save money each time you use a PPO dentist. Most network dentists offer discounts of 35% to 55% for BlueCare Dental PPO members in New Mexico.

Another benefit to choosing a network dentist? You won't be billed for costs exceeding the allowable amount (except copayments, coinsurances and deductibles).



Convenience

You have access to one of the largest dental PPO networks in the country. Plus, you can schedule an appointment with any dentist without a referral.



Quality

You can take comfort in knowing that professional credentials are verified for every PPO dentist.

PPO Savings Example:	PPO Dentist Resin Filling D2391	Non-PPO Dentist Resin Filling D2391
Billed Charge	\$198.00	\$198.00
Allowable Amount	\$97.00	\$97.00
Dental Plan pays 85%	\$82.45	\$82.45
Member's Responsibility	\$14.55	\$115.55

The dollar amount shown is for illustrative purposes only. Check your benefit booklet for deductible, coinsurance and dollar maximums that may apply.

How do I find a PPO dentist?



Visit **bcbsnm.com**,
go to Find Care,
and then Find a Dentist.



Call Customer Service
toll-free at **877-723-5697**.

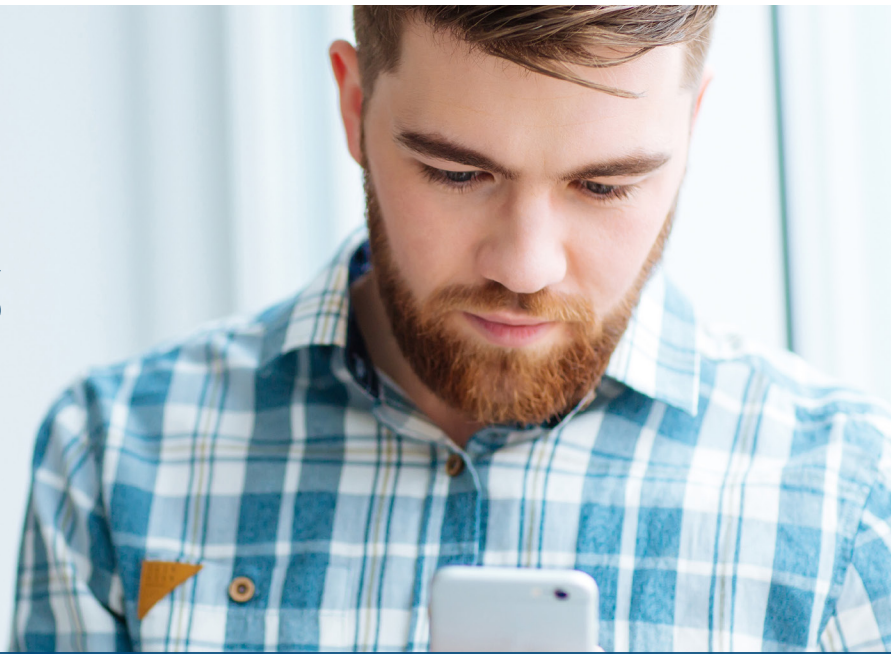


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VIRTUAL DENTAL VISITS

24/7

Powered by



At Blue Cross and Blue Shield of New Mexico (BCBSNM), we know how important access to dental care is to you and your family. Now if an urgent dental issue occurs after hours or when your own dentist is unavailable, you can schedule a virtual dental visit, powered by **Teledentistry.com**.

Virtual dental visits are an option with your current BlueCare Dental PPOSM plan. You and your covered dependents can use these visits when you:

- Have an urgent dental issue and can't see your dentist
- Need access to a dentist after business hours
- Want to consult a dentist without leaving home, or while traveling

What can a virtual dentist do for you?

- Address tooth pain due to things like cavities, gum disease, impacted wisdom teeth
- Assess trauma, such as a chipped tooth
- Prescribe appropriate medications*

How does it work?

Simply call 1-866-256-2054 and provide some required information. You will be connected to a dentist via video conference within 10-15 minutes and the average consult only takes 3-5 minutes!**

Is it covered?

Yes, the virtual visit will be paid the same as if you were visiting your dentist office for the same service. If you need follow-up care and don't have a regular dentist, Teledentistry.com can help you find a dentist. If you follow up with your regular dentist, they can send them a report regarding the virtual visit.

Call 1-866-256-2054 to connect with a dentist for your virtual visit.

*No opioids or narcotics

**Average times from Teledentistry.com

Virtual visits may not be available on all plans.

Teledentistry.com is an independent company that operates and administers the virtual dental visits program for Blue Cross and Blue Shield of New Mexico. Teledentistry.com is solely responsible for its operations and for those of its contracted providers. Teledentistry.com® and the Teledentistry.com logo are registered trademarks of Teledentistry.com, and may not be used without permission.

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