Dental care – anywhere, anytime

Teledentistry makes it easier than ever for employees to get the care they need, and it's covered by your Anthem dental plan

What's a person to do when they need dental care but don't have the time to get it done, can't afford it, or don't even have a dentist? **The answer is simple: teledentistry** — 24 hours a day, 7 days a week, 365 days a year. Using technology and telecommunications, employees can get dental care remotely, without the need to go to a dentist's office.

The value of teledentistry

Through teledentistry, employers and employees get convenient access to dental care, while increasing access and lowering the need for employees to take time off from work to travel to a dental office. Teledentistry can also cost less than care provided in a traditional dental office. And it's an opportunity for employees to get a second opinion on dental care when needed.

Employers and their employees can count on their Anthem dental plan to cover dental care using teledentistry. Here's how:

- All covered dental services will be paid, whether provided in a dental office or through teledentistry when a dentist provides care.
- There are no exclusions in the type of teledentistry used. That includes care through a mobile app, live video, or email/telecommunications — if care is covered under the employee's dental plan and submitted by a dentist, we'll pay for it.
- Teledentistry is subject to the same reimbursement as dental care provided in dental offices — that includes deductibles, coinsurance, and frequency limits in and out of network. Members will save more when they use network providers.[1]

Anthem®

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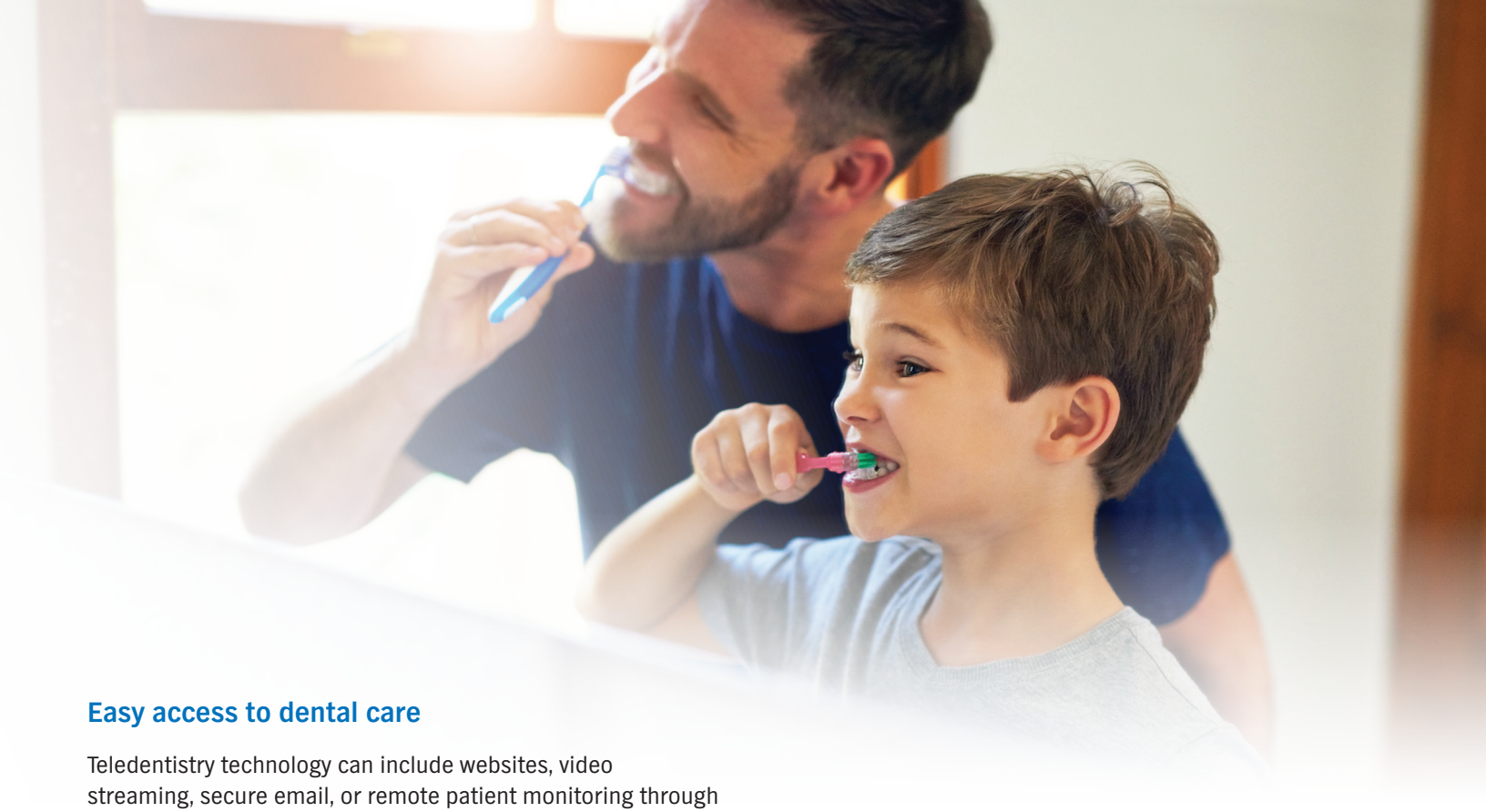

Easy access to dental care

Teledentistry technology can include websites, video streaming, secure email, or remote patient monitoring through electronic health records. It may also include mobile health telecommunications like phone and tablet apps, personal digital assistants, and mobile (pop-up) clinics.

Here's how each works:

1. **Online video, email, and remote patient monitoring** offers computer-based access to dental care. That can include dental exams and second opinions, orthodontic treatment options, and emergent care consultations for dental pain to avoid the need to go to an urgent care or emergency room.
2. **Mobile health telecommunications** using phone and tablet apps offers on-the-go access to the same care options as online video, email, and remote patient monitoring but with access to exclusive app-based support not available online.
3. **On-site, near-site and mobile (pop-up) clinics** include mobile dental vans, employer-based dental clinics, and single- or multiday visits to local employers by hygienists who provide routine preventive care. Dentists oversee care and offer consultations remotely using teledentistry.

The increasing interest in teledentistry[2]

78% of dental patients will likely use it within 5 years

64% would use it if they had the choice

55% say it would be most useful for working people, children, and people with disabilities

1 Teledentistry billing codes are not reimbursable and are considered inclusive of dental care provided using teledentistry.
2 DentaVox. *Teledentistry: Survey Shows Patients Are Ready to Welcome It* (October 23, 2019): dentavox.dentacoin.com.

Anthem Blue Cross and Blue Shield is the trade name of: In Colorado: Rocky Mountain Hospital and Medical Service, Inc. HMO products underwritten by HMO Colorado, Inc. Copies of Colorado network access plans are available on request from member services or can be obtained by going to anthem.com/co/networkaccess. In Connecticut: Anthem Health Plans, Inc. In Georgia: Blue Cross Blue Shield Healthcare Plan of Georgia, Inc. In Indiana: Anthem Insurance Companies, Inc. In Kentucky: Anthem Health Plans of Kentucky, Inc. In Maine: Anthem Health Plans of Maine, Inc. In Missouri (excluding 30 counties in the Kansas City area): RightCHOICE® Managed Care, Inc. (RIT), Healthy Alliance® Life Insurance Company (HALIC), and HMO Missouri, Inc. RIT and certain affiliates administer non-HMO benefits underwritten by HALIC and HMO benefits underwritten by HMO Missouri, Inc. RIT and certain affiliates only provide administrative services for self-funded plans and do not underwrite benefits. In Nevada: Rocky Mountain Hospital and Medical Service, Inc. HMO products underwritten by HMO Colorado, Inc., dba HMO Nevada. In New Hampshire: Anthem Health Plans of New Hampshire, Inc. HMO plans are administered by Anthem Health Plans of New Hampshire, Inc. and underwritten by Matthew Thornton Health Plan, Inc. In Ohio: Community Insurance Company. In Virginia: Anthem Health Plans of Virginia, Inc. trades as Anthem Blue Cross and Blue Shield in Virginia, and its service area is all of Virginia except for the City of Fairfax, the Town of Vienna, and the area east of State Route 123. In Wisconsin: Blue Cross Blue Shield of Wisconsin (BCBSWI), underwrites or administers PPO and indemnity policies and underwrites the out of network benefits in POS policies offered by Compcare Health Services Insurance Corporation (Compcare) or Wisconsin Collaborative Insurance Corporation (WCIC). Compcare underwrites or administers HMO or POS policies; WCIC underwrites or administers Well Priority HMO or POS policies. Independent licensees of the Blue Cross and Blue Shield Association. Anthem is a registered trademark of Anthem Insurance Companies, Inc.