

ID Cards and Contacts

- Group members and consumers with PPO dental coverage through FCL will receive notification of the changes and new dental ID cards May 14–24, 2013
- Member number and ID card design will change



- New claims address after June 1, 2013:
Dental Claims Administrator
PO Box 1047
Elk Grove Village, IL 60009-1047
- New member customer service phone number after June 1, 2013
(888) 223-4892 - Monday through Friday, 8 a.m. to 8 p.m. ET
- *Please note consumers with BlueOptions Integrated Health and Dental (IHD) will receive new ID cards in mid-May 2013*

Network Description

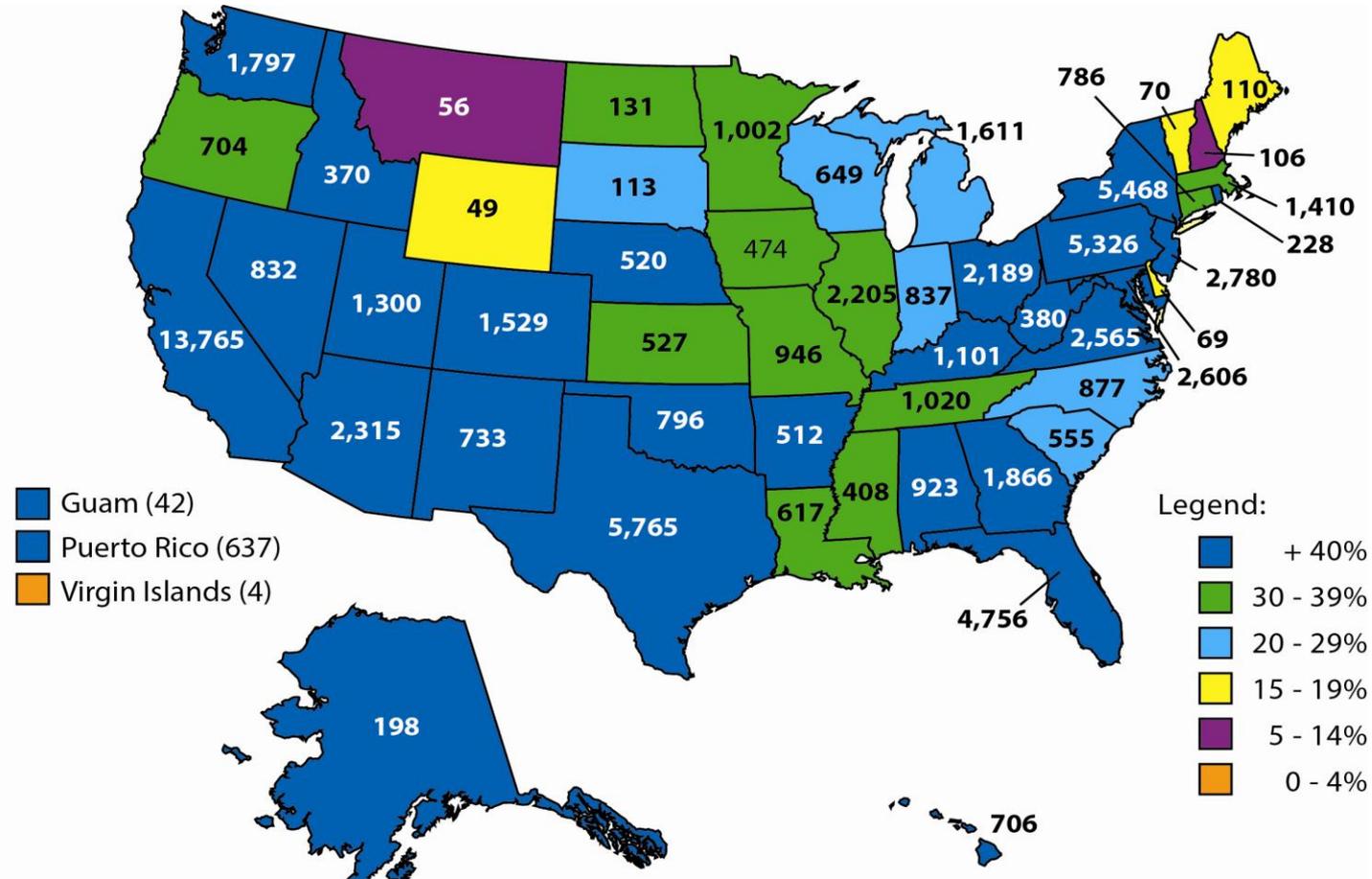
Group Dental Product	Florida Network(s)	Outside of Florida Network
BlueDental Care (Prepaid/DHMO)	BlueDental Care Network	N/A
BlueDental Choice Copayment (PPO)	BlueDental Choice Copayment Network	Advantage Plus
Blue Dental Choice & Choice Plus (PPO)	1. BlueDental Choice Network 2. Advantage Plus	Advantage Plus
Individual Dental Product	Florida Network(s)	Outside of Florida Network
BlueDental Care (Prepaid/DHMO)	BlueDental Care Network	N/A
BlueDental Choice Copayment (PPO)	BlueDental Choice Copayment Network	Advantage Plus
BlueDental Choice Plus (PPO) BlueOptions Integrated Health and Dental	1. BlueDental Choice Network 2. Advantage Plus	Advantage Plus

- Members will automatically have access to expanded dental network in Florida and outside of Florida
- The DenteMax national network will retire and will be replaced with the Advantage Plus national network
- New: There will be in-network options for consumers traveling outside of Florida
- There will be no change in out-of-network reimbursement levels

National Dental Network Access

Largest PPO network, including over 77,500 dentists at more than 169,000 access points

DENTIST NETWORK-NUMBER OF UNIQUE DENTISTS BY STATE



Finding Providers in Florida

- Go to **www.floridablue.com**
- Click **Find a Doctor & More**
- Select **Dentist** from **Doctor Type** options

The screenshot displays the Florida Blue website interface. At the top, the Florida Blue logo and tagline "In the pursuit of health" are visible, along with navigation links for "About Us", "Contact Us", and "Share". Below the logo is a search bar with "Login" and "Search" buttons. A horizontal menu contains "Home", "Members", "Providers", "Agents", and "Employers". The main content area features a large banner for "Questions on Health Care Reform? AskBlue." with a "Find Out More" button. Below the banner is a row of four tiles: "Shop Our Plans", "Visit a Florida Blue Center", "Find a Doctor & More" (circled in red), and "Blue in the Community". The bottom of the page includes a footer with the Florida Blue logo, language options (English, Español), social media icons (Facebook, Twitter, LinkedIn, YouTube, Pinterest), and a grid of links categorized by user type (Member, Provider, Agent, Employer, Employee) and various services like "Products & Services", "Get In Touch", and "Resources".

Finding Providers in Florida (cont.)

Step 1: Doctor or Facility Information

* I'm looking for a: Doctor Health Care Facility Pharmacy Support Service

* Doctor type: Primary/Family Care Specialist Dentist

Type of Dentist: [Specialist Glossary](#)

Doctor's name:

Find Similar Names

Name /Address	Details	Plans Accepted	Programs
AARON, SCOTT J., DMD 1515 S NOVA RD Daytona Beach, FL 32114 (386) 947-9318 National Provider ID # Not Available Facility # 213336 Map Location	Dentist - Orthodontics Accepting new (all) patients	+ GoBlue (NetworkBlue) + BlueSelect Hospital Surgical Plus + BlueDental Care Prepaid + BlueOptions Hospital Surgical Plus	
AARON, SCOTT J., DMD 4003 S NOVA RD Port Orange, FL 32127 (386) 763-2000 National Provider ID # Not Available Facility # 213368 Map Location	Dentist - Orthodontics Accepting new (all) patients	+ GoBlue (NetworkBlue) + BlueSelect Hospital Surgical Plus + BlueDental Care Prepaid + BlueOptions Hospital Surgical Plus	
AARON, SCOTT J., DMD 2216 E SEMORAN BLVD Apopka, FL 32703 (407) 889-4360 National Provider ID # Not Available Facility # 213338 Map Location	Dentist - Orthodontics Accepting new (all) patients	+ GoBlue (NetworkBlue) + BlueSelect Hospital Surgical Plus + BlueDental Care Prepaid + BlueOptions Hospital Surgical Plus	

Where do I find this?
 Why do I need this?

Finding a National Network Provider

Effective June 1, 2013:

- Go to **www.floridablue.com**
- Click **Find a Doctor & More**
- Click **Dentists Nationally**

Search Advanced Search Create a Directory FAQs

mobile enabled

Important Note: This site may not work properly in your current browser.

The search criteria you enter may not return the expected results. To fix this issue, you may [download a patch](#) for your current browser, or you may [upgrade your browser](#) to the latest version. We apologize for any inconvenience.

5 Ways to Save On Your Health Care Costs

1. Stay in-network
2. Use Quest Diagnostics for lab services
3. Use Generic Drugs
4. Use independent/free-standing diagnostic imaging centers
5. Use walk-in clinics instead of the emergency room for non-emergencies

* indicates required field

Step 1: Doctor or Facility Information

* I'm looking for a: Doctor Health Care Facility Pharmacy [Support Service](#)

* Doctor type: [Primary/Family Care](#) Specialist Dentist

Doctor's name: Last Name First Name

Other Provider Searches

- [en español](#)
- [Doctors & Hospitals Worldwide](#)
- [Doctors & Hospitals Nationally](#)
- [Dentists Nationally](#)
- [Mental Health and Substance Abuse care](#)
- [Federal Employee Members](#)
- [BlueMedicare Hearing Center Locations](#)
- [BlueMedicare Dentists & Vision Care Providers](#)
- [Davis Vision Plan](#)

Schedule Lab Appointments

[Quest Diagnostics](#)

Integrated Self-Service Capabilities

- In the next few months, members will have access to their PPO dental information through the **www.floridablue.com** member self-service portal
- Members will be able to do the following:
 - View eligibility information
 - View benefits
 - See maximum/deductible details
 - Access claims information
 - Review procedure history
- Members can contact the new customer service number at (888) 223-4892 for assistance until the new self-service tool is available

Summary

- Changes on target for implementation June 1, 2013
- Members will receive new ID cards with a new member number, customer service phone number and claims address
- Improved service and administration
 - Customer service
 - Reduced hold times
 - Reduced dropped calls
 - Extended service hours
 - Claims processing
 - Efficiencies resulting in lower administrative costs over time
- Expanded dental network in Florida and nationally
 - Estimated largest true PPO network in Florida
 - One of the largest true PPO networks in country
 - Previous DenteMax national network replaced and access fees eliminated
- Improved self-service
 - Single sign-on at www.floridablue.com
 - Greater level of detail for members and providers
 - Can be accessed in the next few months