



How to contact customer service

Arkansas Blue Cross Blue Shield has a dedicated Customer Service line for your convenience

Call:

844-662-2281

Give us a call if you have questions:

- Regarding your benefits
- How to find a dentist
- Orthodontia questions
- Dental Xtra
- Claims
- How your rollover benefit works

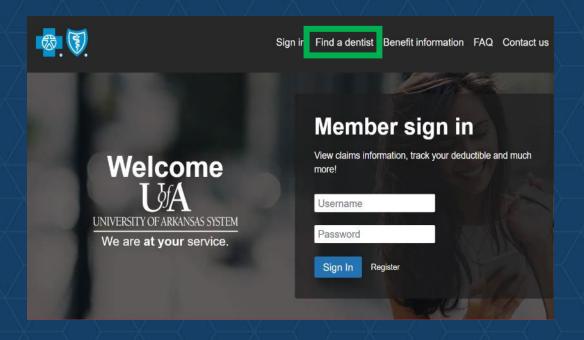


How to find a dentist in my Dental Network?

You can go to the UAS microsite to find a dentist in your network or confirm your current provider is in the network.



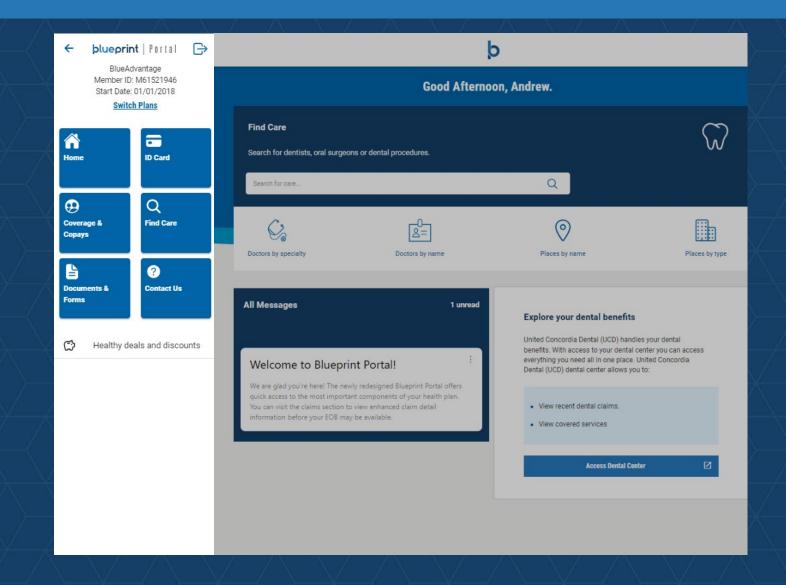
Go to <u>uasdental.blueadvantagearkansas.com</u>, select "Find a Dentist"





UAS Microsite

- There are over 1,000 innetwork dentists in Arkansas alone
- Any dentist that is located on the microsite will pay benefits as in-network charges
- If your dentist is listed as part of the Select PPO network, it will result in greater savings for you





What are my Benefits?

- Cleanings:

 Two cleanings per year or every
 six months
- Individual Deductible:
 (basic and major services) \$50
- Family Deductible:
 Two family members (basic and major services) \$100
- Annual Maximum Payment:Per person per calendar year\$1,750
- Orthodontic LifetimeMaximum: \$2,000

	In Network	Out of Network
TYPE A CHARGES: PREVENTIVE SERVICES (not subje	ect to deductible)	
Exams	100%	90%
Radiographic Images (X-rays)	100%	90%
Fluoride Treatment	100%	90%
Prophylaxis (cleaning)	100%	90%
Sealants	100%	90%
TYPE B CHARGES: BASIC RESTORATIVE SERVICES		
Fillings	80%	72%
Extractions	80%	72%
Surgical and Non-Surgical Periodontics	80%	72%
Endodontics (root canals)	80%	72%
Oral Surgery	80%	72%
Anesthesia	80%	72%
TYPE C CHARGES: MAJOR RESTORATIVE SERVICES		
Inlays, Onlays, Crowns	50%	45%
Partials and Dentures	50%	45%
Implants	50%	45%
ORTHODONTIC SERVICES applies to all covered pers	ons (not subject to deductible)	
Diagnostic, Active Retention Treatment	50%	40%
DENTAL XTRA (Included)		

Two additional cleanings covered per year (a total of four) for members with one of the following qualifying conditions: diabetes, coronary artery disease, oral cancer, Sjogren's syndrome, head and neck cancers, chronic obstructive pulmonary disease, end-stage renal disease, metabolic syndrome, stroke or pregnancy. Dental Xtra benefits may not be combined by members with more than one condition.

ROLLOVER BENEFIT

In-network calendar-year	Yearly threshold amount	Available rollover amount to	Accumulated rollover
aggregate maximum		use next year/beyond	maximum
\$1,500	\$750	\$375	\$1,500



Does my plan offer a Wellness Benefit?

Your Dental Xtra program provides at-risk members with additional dental benefits paid at 100% when using a participating provider

Your **Dental Xtra** program provides at-risk members with additional dental benefits paid at 100% when using a participating provider

If you've been diagnosed with:

- COPD²
- Metabolic syndrome² Pregnancy
- Coronary artery disease
 - Stroke
- Diabetes
- End-stage renal disease²

- Oral, head and neck cancers
- Sjögren's syndrome

You'll receive:

additional cleanings or periodontal maintenance visits, plus:

Periodontal scaling covered 100%

additional cleanings or periodontal maintenance visits, plus:

Cancer screenings 2x per year and fluoride treatments 4x per year

Dental Xtra benefits:

- Does not count towards your calendar year maximum
- Are covered at 100% with no co-insurance or deductible when visiting a participating provider



How do I register for Dental Xtra Benefits?



Go to uasdental.blueadvantagearkansas.com,

Click "Enroll now" under the Dental Xtra section

We will notify you by mail of any additional benefits you are eligible to receive!



Orthodontia Treatment... How does it work?

Your orthodontic benefit allows you to pay your share of the cost in monthly installments instead of one large sum.

- Your Orthodontist will submit a claim with the total cost, length and start date
- The initial down payment will be \$500 and you'll pay \$250
- The balance of the total charge will be divided by the number of months that the child will be in treatment
- You will receive monthly payments until the \$2,000 has been paid



How does my Carryover/Rollover benefit work?

- Your maximum calendar year carryover/rollover is \$1500
- If no more than \$750 claim dollars are paid in a calendar year, your calendar year maximum for the next year will increase by \$375 to a maximum of \$1500
- If you have carryover/rollover benefit dollars that have accumulated, they will be available as of January 1



You have access to deals and discounts.

Blue365

Find exclusive member discounts for savings on national and local brand names for programs and items, including:

- Gym memberships including virtual options
- Nutrition/weight management
- Meal delivery services

- Wearables like Garmin, Fitbit and Heart
 Rate monitors
- Hearing Aids
- Eye exams and frames

Register or sign in through the UAS microsite: uasdental.blueadvantagearkansas.com



Account management contacts

Chase Fisher

Senior Strategic Market Service Representative

Cell: (501) 507-1318

Email: cdfisher@arkbluecross.com

Scott Cain

Strategic Account Executive

Cell: **(479) 790-4423**

Email: tscain@arkbluecross.com

