

## Metro Government of Nashville and Davidson County

### FREQUENTLY ASKED QUESTIONS

## DentalBlue Plan Product Tips

**Question:** How do I contact BlueCross BlueShield of Tennessee Dental Member Services?

**Answer:** Member Services can be reached at 1-800-367-7790 Monday through Friday between 7am and 4:15pm (cst), or you can visit [www.bcbst.com/members/metro-gov](http://www.bcbst.com/members/metro-gov).

**Question:** When will I receive my new dental BCBST identification card?

**Answer:** You will receive a new BCBST DentalBlue identification card in December.

**Question:** How can I find out what network my dental plan uses and if a dentist or specialist is currently in-network?

**Answer:** To locate in-network dental providers, you can call our Dental Member Services department or you can go to [www.bcbst.com/members/metro-gov](http://www.bcbst.com/members/metro-gov) and select *Find a Provider*, enter your zip code, select DentalBlue network, and choose Dental Provider.

**Question:** How do I request additional identification cards?

**Answer:** You can request additional BCBST DentalBlue identification cards using BlueAccess at [www.bcbst.com/members/metro-gov](http://www.bcbst.com/members/metro-gov) or you can call the BlueCross BlueShield of Tennessee Dental Member Service department at 1-800-367-7790.

**Question:** Do I need to show my BCBST DentalBlue identification card when I go to the dentist?

**Answer:** Yes, it is very important to show your BCBST DentalBlue identification card when you go to the dentist. This allows your dentist office to update their records so a claim can be filed with BCBST for dental services received on or after January 1, 2013.

**Question:** What do I do about treatment in progress?

**Answer:** Dentists are instructed to bill services based on the completion date. If your services are completed before 12/31/12, your claim should be submitted to Delta Dental. If your covered services are completed on or after 1/1/13, as long as you are eligible on the completion date of the dental services, benefits will be provided under your BCBST DentalBlue Plan.

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**Question:** How is orthodontic treatment that is in progress handled when our benefits change to DentalBlue?

**Answer:** Any services (example: initial banding) received for orthodontic treatment that began **before** January 1, 2013, should be filed with Delta Dental. However, any orthodontic services (example: monthly adjustment fees) received **after** January 1, 2013, should be filed with BCBST DentalBlue Plan and will be applied to the orthodontic maximum (if applicable).

**Question:** How can I get information on a dental claim that has been filed?

**Answer:** You can get information on dental claims using [www.bcbst.com/members/metro-gov](http://www.bcbst.com/members/metro-gov). This website will also allow you to check the status on your dental claims, print your explanation of benefits (EOB) and review other important benefit information. You may also contact the Dental Member Services department at 1-800-367-7790 for any of your dental claim questions.

**Question:** What are the differences in the dental plans if I use an out-of-network provider?

**Answer:** With the BlueCross BlueShield **Limited Plan** you must visit an in-network dentist to receive benefits as there are no out-of-network benefits with this plan. With the BlueCross BlueShield **Flexible Plan** you may choose to see any dentist, but if you choose to visit an out-of-network dentist you may be responsible for a larger portion of the bill, you may be required to pay the entire bill in advance, and/or you may be required to file your own dental claim.

**Question:** Am I required to receive a prior authorization on dental services?

**Answer:** No prior authorization is required on any dental services. However, your dentist may file a Predetermination of Benefits to determine exactly what type of treatment will be covered. You and your dentist will be notified of what benefits are available and your payments for the dental services. Dental predetermination requests should be sent to:

**BlueCross BlueShield of Tennessee  
Claims Service Center  
1 Cameron Hill Circle Suite 0002  
Chattanooga, TN 37402-0002**