



## BlueCare® Dental Freedom PPO Plan (High and Low) Frequently Asked Questions

With the BlueCare® Dental Freedom PPO plan, you have the freedom to choose any dental provider, but your out-of-pocket costs for covered services are lowest when you receive care from Participating (Contracting) Dentists.

### 1. What are the advantages of choosing a Contracting PPO dentist?

Your **BlueCare Dental Freedom PPO plan** has one of the largest national networks of contracting general and specialty dental providers, offering you flexibility in choosing a dentist with over 164,000 dental access points nationwide. With BlueCare Dental, members may receive coverage for services obtained from any licensed dentist in the United States; however, when a network dentist is selected, the network offers members negotiated discounts for covered services. *Now that's something to smile about, plus, you pay less out-of-pocket for your dental services!* **Dental specialists can be chosen from the network without a referral for covered services.**

You will be responsible only for your coinsurance, if any, when you go to a network dentist for covered services. The network dentists will also fill out and file your claim form, which means you do not have to file the paperwork or pay the full charges upfront – this equals fewer hassles for you.

### 2. How can I find a participating dentist?

To find a participating dentist and maximize your savings, you can go online at **[www.bcbstx.com.com/tch](http://www.bcbstx.com.com/tch)** or call Customer Service, toll-free, at 877-734-TXCH (8924) Monday through Friday, 8am to 6pm (CST).

### 3. What if I go to a non-participating dentist?

If you go to a dentist who does not participate in the **BlueCare Dental Freedom PPO** network (Non-Contracting), you will still be covered, but you may incur a higher out-of-pocket expense. Payments will be based on a Usual & Customary amounts. If your dentist charges more than the Usual & Customary Amount, you may be responsible to pay the difference. You may also have to submit your own claims.

### 4. Do I need to tell my dentist my coverage has changed?

Yes. It would be helpful if you told your dentist that you now have the **BlueCare Dental Freedom PPO** coverage through BlueCross and BlueShield of Texas.



**BlueCross BlueShield of Texas**

*Experience. Wellness. Everywhere.®*

**5. How can we contact BCBSTX regarding our Dental PPO High or Low benefits?**

Please call Customer Service at 877-734-TXCH (8924) Monday through Friday from 8am to 6pm (CST). Our Customer Advocates can answer many of your questions, provide you with benefit, claims, and eligibility information, along with our mailing address, and help you find the names of PPO dentists near you.