

We give you something to smile about



Good dental health is an important part of managing your overall health. Dental exams may detect diabetes, heart disease, and other serious medical conditions.

With Independence Blue Cross (IBX) Dental Managed Care plans, you not only get comprehensive dental benefits, you also get convenience and peace of mind for all your health care needs — from the company you know and trust.

Dental benefits focused on prevention and savings¹

Designed to deliver a whole-person health experience, our affordable dental plans encourage prevention, early diagnosis, and treatment. Plans feature low monthly premiums and coverage of routine exams, cleanings, and X-rays. Plus, market-leading in-network discounts and unique value-adds can help you and your family save on out-of-pocket expenses.

Large regional network

Managed Care plan members have access to one of the larger dental networks in the region. You will need to select a Primary Dental Office (PDO) prior to using your benefits. Your PDO will manage all of your dental care needs. You can use the *Find a dentist* tool at dominiondentists.com/ibx to locate a variety of in-network providers.³

Log in at ibx.com to begin using your dental benefits.²

Additional value-added services¹

Better oral health leads to better overall health. Your dental plan may feature value-added services to meet your unique health care needs.

Preventive Rewards program

The primary dental plan subscriber will receive a \$20 payment for each covered family member that gets two cleanings during the calendar year from an in-network dentist. For example, for a family of four, the primary subscriber would receive \$80 if each family member gets two cleanings from an in-network dentist within the plan year.

Teledentistry⁴

If your dentist offers teledentistry services, you can use a credentialed dentist virtually from wherever you are for services, like virtual exams, second opinions, and expert dental advice, when you need it most.



Questions?

Call Customer Service
at **1-866-615-4956**.

How to use your IBX Dental Managed Care plan benefits

- Members enrolled in an IBX Dental Managed Care plan must select a participating PDO to receive general dental services. **Note:** *You do not need to select participating dental specialists.*
- To find an IBX in-network participating PDO, please visit dominiondentists.com/ibx and choose Managed Care Network to see a list of dental offices that meet your search criteria. **Note:** *Managed Care members must use participating Managed Care dental providers to obtain covered treatment. This does not need to be in any particular geographic area, as long as the provider participates with the IBX Dental Managed Care network.*
- To select a PDO, please log in to (or create) your IBX Dental member account at ibxmember.dominionnational.com or contact Customer Service at **1-866-615-4956**. When contacting Customer Service, please provide your IBX Dental member ID number, found on the front of your dental ID card. Once you have selected a PDO, you may contact that dental office to schedule an appointment and receive dental care.
- On the IBX Dental member portal, you will be unable to select a PDO if it says, "Not accepting new members." If you are a current patient of a PDO that displays this message, please contact Customer Service at **1-866-615-4956** and a representative will assist with selecting the PDO for you.
- PDO selections made on the IBX Dental member portal will be effective the first of the following month. If you need to visit your dental provider sooner, please contact Customer Service at **1-866-615-4956** for further assistance. **Note:** *If you are currently assigned to a dental office and have had treatment with that office in the current month, we are unable to change your PDO until the following month.*
- Members are able to change their PDO at their convenience by visiting the IBX Dental member portal at ibxmember.dominionnational.com or by contacting Customer Service at **1-866-615-4956**.
- Your PDO's information will not be printed on your IBX Dental member ID card. To view your PDO's information, please log on to the IBX Dental member portal at ibxmember.dominionnational.com or contact Customer Service at **1-866-615-4956**.
- You and your covered dependent(s) may select different PDOs.
- Pediatric members do not need a referral to see a pediatric specialist.

1 Refer to your IBX Dental plan benefit booklet for benefit eligibility and details.

Value-added services may change.

2 Once you log in to your member account at ibx.com, click on the Dental tab to access your IBX Dental account. You will have to either create an account or login to your account to access your IBX Dental plan benefits.

3 Managed Dental Care plan options require the selection of a Primary Dental Office (PDO) from the plan's Managed Dental Care network. The member's PDO provides routine care and arranges or provides most other necessary and appropriate dental services. Except for emergency services, benefits are covered only when provided or properly referred by the member's PDO. The manner of accessing benefits through the PDO is made clear in the terms of your benefit booklet.

4 All provider offices may not offer teledentistry. Check with your provider.

Independence Dental benefits are administered by Dominion Dental Services, Inc., an independent company.

Independence Blue Cross offers products through its subsidiaries Independence Assurance Company, Independence Hospital Indemnity Plan, Keystone Health Plan East, and QCC Insurance Company — independent licensees of the Blue Cross and Blue Shield Association.

