

# Dental Complete

## How to Find a Dentist Online

### STEP 1

Visit [anthem.com/findadoctor](https://anthem.com/findadoctor) (or visit [anthem.com](https://anthem.com), click menu and then click "Find a Doctor")

- Search as a Member: log in or use the identification number on your member ID card and go to Step 3, or
- Search as a Guest: click on "search by selecting a plan/network"

**Find a Doctor** [Encontrar un doctor](#)

Find a doctor, hospital, dentist, pharmacy and more. You'll get the most from your insurance plan (and save money), if you choose a doctor or hospital in your network.

**Search as a Member**

Log in or use your Anthem ID card to make sure you find a doctor or hospital in your network, which will help keep your costs down.

Username:

Password:

**OR**

Identification number or alpha prefix (first three letters):

**Continue**

**Search as a Guest**

Each of our plans has its own network of doctors and hospitals. We can help you find a doctor or hospital in the correct network for you.

**Continue**

[Search by Selecting a Plan or Network](#)

[Search All Plans and Networks](#)

**Medicare Assignment**

To find providers that accept Medicare Assignment, please visit [medicare.gov](#)

### STEP 2

If searching as guest, complete the following fields:

- How do you get insurance? Select "Employer"
- What state do you want to search in? Select a state
- What type of care are you searching for? Select "Dental"
- Select a plan/network – "Dental Complete"

**Find a Doctor** [Encontrar un doctor](#)

All fields are required unless labeled optional

To find a doctor or hospital, first tell us about yourself and we'll help you find the right plan and network to search.

**How do you get insurance?**

Select how you get insurance

**What state do you want to search in?**

Enter or select How you get insurance first

**What type of care are you searching for?**

Enter or select What state do you want to search in first

**Select a plan/network**

Enter or select What type of care are you searching for first

**Cancel** **Continue**

### STEP 3

Select your search criteria and click "Search".

**Find a Doctor** [Encontrar un doctor](#)

All fields are required unless labeled optional

I want to search this plan/network:  
**Dental Complete** [Change plan](#)

I'm looking for a Dental Professional

**Who specializes in:**

All Specialties

**Whose name is (optional):**

Enter name

[Show specialty details](#)

**Located near:**

Enter location

**Within a distance of:**

20 miles

**Who is (optional):**

☐ Accepting New Patients

☐ Able to serve as Primary Care Physician (PCP)

[Show more options](#)

**Search**

### STEP 4

View your search results.

**Find a Doctor Results**

See Important Notice Below about Participating Providers

Sort by: Distance

2,398 Dental Providers in the Dental Complete plan within 20 miles of 44087

1 - 20 of 2398

**CARE PROVIDER** **LOCATION** **QUALITY**

**WILLIAM R. DAVIDSON DDS**

Gender: Male  
Specialty: General Practice Dentistry

Distance: 0.5 miles away  
2385 CLOVER RD.  
NORTHFIELD, OH 44087, Summit  
Driving distance & directions  
330.487.8088

☐ Complete

**ARMIN AZARY RONAGHY DDS**

Gender: Female  
Specialty: General Practice Dentistry

Distance: 0.5 miles away  
2385 CLOVER RD.  
NORTHFIELD, OH 44087, Summit  
Driving distance & directions  
330.487.8088

☐ Complete

**EJMER J. NEWNESS**

Gender: No Gender Given  
Specialty: General Practice Dentistry

Distance: 0.5 miles away  
3416 ALPORA RD.  
NORTHFIELD, OH 44087, Summit  
Driving distance & directions  
330.485.9811

☐ Complete

**Refine Results**

Distance: Within 20 miles of 44087

Specialty

Gender

Additional Options

For more options:

**Return to Search**

# Anthem Dental

Dental plans designed to help achieve better health



We think giving you the right kind of dental benefits can help you have a better handle on your overall health. Why? Because research suggests a connection between poor dental health and certain diseases. For example, more than 90% of all diseases that affect your body can show signs and symptoms in your mouth.<sup>1</sup>

## We take this very seriously and that's why our Dental Complete plans include

- 100% coverage when you see a participating dentist for most diagnostic and preventive care services like regular cleanings and X-rays, which can be key to long-term dental health.
- An additional cleaning or periodontal maintenance procedure each year for our members who are pregnant or living with diabetes. Additionally, those actively engaged in a care management program are auto-enrolled for a third cleaning.

## A dental network that works hard for you

Our Dental Complete contracted network is among the largest dental participating networks. That means you won't have trouble finding a provider.

### Finding a dentist is easy

To select a dentist by name or location, you can:

- Go to [anthem.com/mydentalvision](https://anthem.com/mydentalvision) (search on Dental Complete).
- Call Dental Customer Service at the number on your member ID card.

### When you see a participating dentist, you can count on:

- **Savings:** We agree on pricing with our contracted participating dentists and then pass that savings on to you.
- **Freedom from paperwork:** Participating dentists file your claims with us so you don't have to.
- **Freedom from balance billing:** If our contracted participating dentists charge more than the agreed upon price, they cover the difference, not you. You're only responsible for the applicable deductible or coinsurance. And for members working or traveling outside the U.S., we automatically include coverage for emergency dental services through a worldwide network of credentialed, English-speaking dentists — including 24/7 assistance finding a participating dentist.<sup>2</sup>

## Online Services available 24/7

Visit [anthem.com/mydentalvision](https://anthem.com/mydentalvision) to access your online services, which offer you the convenience of:

- Checking eligibility and benefits and verifying claims
- Ordering additional or replacement identification cards
- Get personalized advice on dental health care with our "Ask a Hygienist" email service.

## Service and stability you can trust from a local and national leader

Our members have trusted us for solid benefits and consistent service. Our Customer Service team is committed to delivering excellent results:<sup>3</sup>

- Average claims processed in three days or less
- Financial claims payment accuracy of more than 99%
- An average wait time of less than 15 seconds to talk to a Customer Service representative

<sup>1</sup>-Academy of General Dentistry Know Your Teeth website: Warning Signs in the Mouth Can Save Lives. (Rev. January 2012); [knowyourteeth.com](https://www.knowyourteeth.com).

<sup>2</sup>-The International Emergency Dental Program is managed by DeCare Dental. DeCare Dental is an independent company offering dental management services to Anthem Blue Cross and Blue Shield.

<sup>3</sup>-Internal company metrics.

# Ask a Dental Hygienist

When people need to research a health or dental condition, they most often begin their research online instead of calling their doctor or dentist. We launched a new service for our Dental Prime and Dental Complete members, called Ask a Hygienist. It helps members get answers to their dental questions quickly and privately.

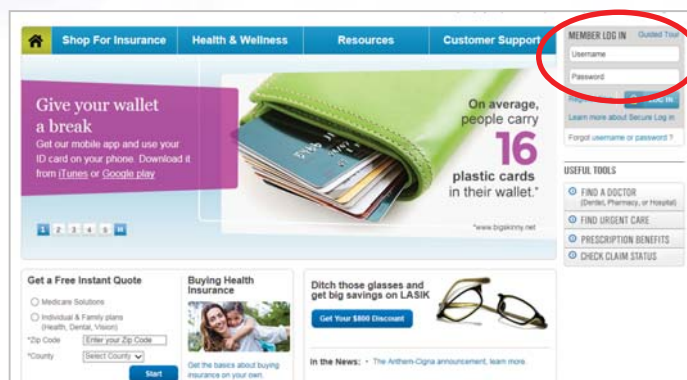
## How does Ask a Hygienist work?

Dental members just email their questions to our team of licensed dental professionals. In return, they'll get personalized advice on a variety of dental health topics. It's easy for members to send in their questions. They just log into **anthem.com**.

From there, it's simple. Just follow the steps below and members can expect a direct email response in about 24 hours. And there's no extra cost for the service.

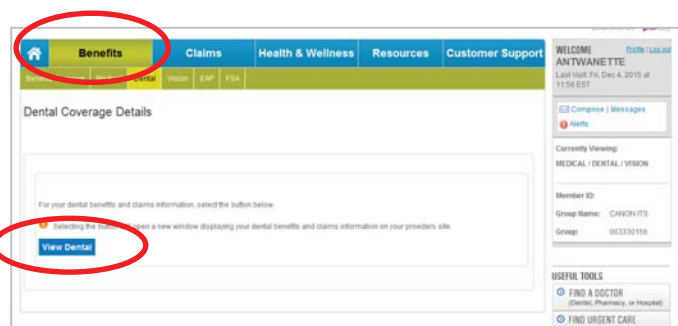
### STEP 1

Go to **anthem.com**,  
Sign in using your username and password



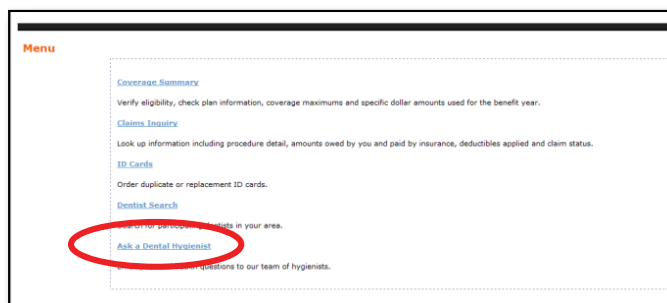
### STEP 2

Click on the Benefits tab and then view dental



### STEP 3

Click on Ask a Dental Hygienist



### STEP 4

Key your name, email, question and click submit.

**Ask a Dental Hygienist**

Who should get sealants? What is gum disease and how is it treated? What can I do to prevent cavities? You have questions ... we have answers! Click on **FAQ** for a wealth of dental health information. Browse or search to find the topics that are most important to you.

Can't find the answer you are looking for? Email us your question and a hygienist will email you back the answer within 1 business day.

Name

Email

Confirm Email

Question

Remaining: 1000

# Get smart about your smile

As a leader in oral health and wellness, Anthem is pleased to offer access to our Dental Health Assessment – an online tool that will help you better understand your oral health.

## Personalized Dental Health Scores

Take just a few minutes to answer some simple questions about your dental health habits like brushing and flossing, how often you visit the dentist and other oral health behaviors. Then you receive scores on the health of your teeth and gums plus your risk of oral cancer. Using an easy-to-follow 'traffic light' scoring system, these scores help you understand your current state of dental health and, in particular, any potential need for care and treatment.

After completing your assessment, print out your report to bring to your next dental appointment. Share your results with your dentist and, if needed, he or she can help you create a treatment plan focused on improving your dental health.

## Why it's important

Dental health problems like periodontal disease and tooth decay are more common than you may think – and left untreated they can lead to more serious problems, such as tooth loss.

If you know your specific risk factors for tooth decay, gum disease and oral cancer, you can take simple preventive action to help avoid these problems. Get a handle on your dental health by taking advantage of this practical health management tool.

**Log in to the Anthem Dental Member Services portal at [anthem.com/mydentalvision](https://anthem.com/mydentalvision) and discover your dental health score today. It's the smart way to get wise about your dental health.**

## Gum Disease Risk And Score

**How Healthy are my Gums?**

**Risk: 3**

Your estimated gum disease risk is **3 indicating moderate risk.**



**Score: 3**

Your estimated gum disease severity is **3 indicating mild periodontitis.**



## Tooth Risk And Needs

**How Healthy are my Teeth?**

**Risk: 3**

Your estimated tooth risk is **3 indicating moderate risk.**



**Needs: 5**

Your estimated tooth needs is **5 indicating very high restorative needs.**



## Oral Cancer Risk

**What is my Oral Cancer Risk?**

**Risk: 1**

Your estimated oral cancer risk is **1 indicating very low risk.**



## How healthy is your mouth?

A Dental Health Assessment is an important first step for you to find out the state of your dental health. Using Anthem's Dental Health Assessment helps you predict your risks of developing tooth decay, gum disease, tooth wear and oral cancer.



# Better understand the costs for your dental care.

You can make better decisions about your dental care when you have a better understanding of your treatment options and costs. That's why Anthem's Dental Care Cost Estimator is such a valuable tool.

## Understand your costs ahead of time

This user-friendly, web-based tool provides estimates for common dental procedures and treatments, giving Anthem members even more opportunities to understand their dental care costs prior to receiving their care.

## How it works

It takes only 3 steps to get cost estimates for specific dental treatments.

1. Log in to the Anthem Dental Member Services portal at the website noted on your ID card for our Dental Prime, Dental Complete and Smart Access plans.
2. Select "Dental Care Cost Estimator" from the menu.
3. Begin your search.

- A Enter your dentists' ZIP code
- B Enter either a keyword (e.g. cleaning), a dental procedure code or select a dental procedure category

### Procedure Fee Tool

#### ESTIMATE DENTAL COSTS

Use the Procedure Fee Tool to find approximate costs that may be charged for dental procedures in a zip code area. The costs displayed give you an idea of what the provider may charge. The insurance company will determine the insurance benefits based on the dentist's actual fee and the terms of the employer's group insurance policy.

Step 1

Enter a ZIP Code where the provider is located. If not sure, enter your home ZIP Code.

80521

Step 2

Enter a Keyword (e.g., cleaning) or Dental Procedure Code (e.g., D1110)

(If entering a Dental Procedure Code, be sure to include the letter "D" at the beginning, for example D2140).

OR

Select a Dental Procedure Category from the following list:

- Select a Category
- Diagnostic Services
- Preventive Care
- Fillings & Inlays
- Crowns & Bridges
- Endodontics (root canals)
- Periodontics
- Dentures
- Implants
- Oral Surgery
- Others

To see results click the **Start Search** button.

[Terms & Conditions](#) | [Privacy Policy](#)

Fee information provided in partnership with FAIR Health

Your search results will display 2 cost estimates.

- 1 "Fee Range" – This is a range of fees that dentists in the ZIP code provided charge for a procedure.
- 2 "In-Network Fee" – The specific cost for the procedure charged by participating Dental Prime, Dental Complete and Smart Access network dentists in that ZIP code.

Procedure Code (CDT-14)	Category	Description	Fee Range *	In-Network Fee
D1110	Preventive	Teeth cleaning, adult	\$87 - \$97	\$59
D1120	Preventive	Teeth cleaning, child	\$64 - \$69	\$41
D1330	Preventive	Oral hygiene instruction	\$60 - \$60	\$23
D1351	Preventive	Pit & fissure sealant	\$55 - \$66	\$31
D1510	Preventive	Space maintainer, fixed, unilateral	\$318 - \$355	\$203
D1515	Preventive	Space maintainer, fixed, bilateral	\$485 - \$540	\$348
D1520	Preventive	Space maintainer, removable, unilateral	**	\$257
D1525	Preventive	Space maintainer, removable, bilateral	\$490 - \$554	\$353
D1550	Preventive	Space maintainer recementation	\$71 - \$94	\$45
D1555	Preventive	Removal of fixed space maintainer	\$66 - \$77	\$45
D1206	Preventive	Fluoride Application - mod to high risk	\$39 - \$54	\$22
D1310	Preventive	Nutritional counseling to control dental disease	\$23 - \$23	\$23

## Get the final details from your dentist

Your Anthem dental benefits may pay a portion of treatment cost, and you may also be required to pay a portion of the cost yourself. As always, talk with your dentist and have them provide detailed costs for your treatment including how much is covered by insurance and how much you will need to pay.

Log in to the Anthem Dental Member Services portal at the website noted on your ID card to use the Dental Care Cost Estimator.



# How your new dental plan handles dental work in progress

Did you or your company recently switch to Anthem Blue Cross and Blue Shield (Anthem) Dental Prime and Dental Complete for dental coverage? If so, you may have some questions about how Anthem will take care of dental work you already started under your former carrier. Here are some examples to help explain the process:

## Example 1 — Standard dental services (includes root canals, bridges, dentures and crowns)

Let's say your dentist gave you a cost estimate for a crown. At the time, you were insured by your former carrier. In a few weeks, you have an appointment to have the crown completed, but now, you're with Anthem.

In this case, Anthem will honor your former carrier's pre-estimate for the service, but only to decide coverage. The claim will be paid based on whether your provider is in or out of the network under your Dental Prime and Dental Complete plan. For all non-orthodontic services that started before the effective date of your dental plan, payment of a claim will be based on when the service was finished.

Pricing and network status are not guaranteed. They're based on the provider's network status with Dental Prime and Dental Complete.

When you submit your claim to Anthem for a Dental Prime or Dental Complete plan, make sure to include your former plan's pre-estimate. We'll use that to decide coverage.

## Example 2 — Non-DHMO\* orthodontic services (includes braces: standard and Invisalign®)

If you or your child are in the middle of an active orthodontic treatment, like having bands placed, the provider needs to give us a copy of the original claim. It should include the:

- Treatment type (procedure number).
- Total fee for treatment.
- Number of months treatment will take place.
- Provider's signature.

The payment amount is based on the number of months of active treatment that are left. Any amount your former carrier paid will only be deducted if that is put into the system by the time you change to your new plan.

**For members who used to be covered under a DHMO ortho plan, we recommend that the orthodontic provider contact us. DHMO plans have unique payment methods that need to be reviewed.**



## Example of orthodontic service costs

Treatment plan length and cost	24 months for \$5,200
Remaining months of treatment	10 months
Monthly treatment costs	$\$5,200 / 24 \text{ months} = \$216.66 \text{ monthly}$
Ineligible monthly cost	$14 \text{ months} \times \$216.66 = \$3,033.24$
Eligible treatment cost	$\$5,200 - \$3,033.24 = \$2,166.76$
Amount Anthem pays	$\$2,166.76 \times 50\% = \$1,083.38$

Note: The total amount Anthem pays will be limited to the total Lifetime Orthodontic Maximum, minus any prior carrier history, if put into the system.

### Standard ortho payment schedule:

- \$500 to \$1,500 lifetime orthodontic maximum = two equal payments (banding and six months after banding)
- \$1,500 + lifetime orthodontic maximum = three equal payments (banding, six months after banding and 12 months after banding)

## Mailing address:

### Anthem Dental Claims

P.O. Box 1115  
Minneapolis, MN 55440-1115

## Questions

If you need more information, visit  
[anthem.com/mydentalvision](https://www.anthem.com/mydentalvision).

\* Dental health maintenance organization.

Anthem Blue Cross and Blue Shield is the trade name of: In Colorado: Rocky Mountain Hospital and Medical Service, Inc. HMO products underwritten by HMO Colorado, Inc. In Connecticut: Anthem Health Plans, Inc. In Indiana: Anthem Insurance Companies, Inc. In Kentucky: Anthem Health Plans of Kentucky, Inc. In Maine: Anthem Health Plans of Maine, Inc. In Missouri (excluding 30 counties in the Kansas City area): RightCHOICE® Managed Care, Inc. (RIT), and Healthy Alliance® Life Insurance Company (HALIC). RIT and certain affiliates administer non-HMO benefits underwritten by HALIC. RIT and certain affiliates only provide administrative services for self-funded plans and do not underwrite benefits. In Nevada: Rocky Mountain Hospital and Medical Service, Inc. HMO products underwritten by HMO Colorado, Inc., dba HMO Nevada. In New Hampshire: Anthem Health Plans of New Hampshire, Inc. In Ohio: Community Insurance Company. In Virginia: Anthem Health Plans of Virginia, Inc. trades as Anthem Blue Cross and Blue Shield in Virginia, and its service area is all of Virginia except for the City of Fairfax, the Town of Vienna, and the area east of State Route 123. In Wisconsin: Blue Cross Blue Shield of Wisconsin (BCBSWI), which underwrites or administers the PPO and indemnity policies; CompCare Health Services Insurance Corporation (CompCare), which underwrites or administers the HMO policies; and CompCare and BCBSWI collectively, which underwrite or administer the POS policies. Independent licensees of the Blue Cross and Blue Shield Association. ANTHEM is a registered trademark of Anthem Insurance Companies, Inc. The Blue Cross and Blue Shield names and symbols are registered marks of the Blue Cross and Blue Shield Association.