Emergency dental care for the world traveler

Whether you’re on a vacation or just working abroad, the last thing you need to worry about is where to go for emergency dental care. With dental coverage from Anthem Blue Cross and Blue Shield (Anthem), you don’t have to worry.

As an Anthem dental member, you and your family have access to the International Emergency Dental Program.* Anthem offers you this program through DeCare Dental. With this program, you may get emergency dental care from our list of credentialed, English-speaking dentists while traveling or working abroad. Program services are listed on the wallet card below.

Here’s how it works.

If you need emergency dental care while traveling abroad, call us right away. (The attached card gives details on how to make that call.) Our English-speaking customer service reps can help you find a dentist. And they can even help with translation services when you call the dentist’s office.

Visit our website for a list of participating dentists.

For a list of participating dentists, visit www.decare.com. Under the drop-down menu on the left, choose “DeCare Dental Products,” then “International Dental Program.” From there you can check our list of participating dentists in the “International Emergency Dental Program” section.

Payment for care.

Please pay the dentist and ask for a receipt. Then, print a claim form from our website at www.decare.com and send the filled out form with the receipt to the address listed on the claim form. Claims are paid to members in U.S. funds.

* The International Emergency Dental Program is administered by DeCare Dental. No such relationship other than that of independent parties under an arrangement with each other solely for the purposes of providing dental care to Anthem Blue Cross and Blue Shield members may be deemed to exist between DeCare Dental and participating dentists. DeCare Dental is an independent company offering dental administrative services to Anthem Blue Cross and Blue Shield plans. DeCare Dental is solely responsible for its products and services. Anthem Blue Cross and Blue Shield is the trade name of: Anthem Blue Cross and Blue Shield in 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 Georgia: Blue Cross Blue Shield Healthcare Plan of Georgia, Inc. In Maine: Anthem Health Plans of Maine, Inc. In Missouri (excluding 30 countries in the Kansas City area): HSC/CHICPEA Managed Care, Inc. (HCS), and Healthy Alliance Life Insurance Company (HALIC). RIT and certain affiliates administer non-HMO benefits underwritten by HALIC. RIT and certain affiliates may 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 Colorada, 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. In Texas as Anthem Blue Cross and Blue Shield in Texas, and its service area is all of Texas except for the City of Dallas, the County of Austin, and the area east of State Route 123. In Wisconsin: Blue Cross Blue Shield of Wisconsin (BCBSWI), Compcare Health Services Insurance Corporation (Compcare) and Wisconsin Collaborative Insurance Company (WCOI). BCBSWI underwrites or administers HMO and Indemnity policies and underwrites the out of network benefits in POS policies offered by Compcare or WCOI; Compcare underwrites or administers HMO or POS policies; WCOI underwrites or administers Well Priority HMO or POS policies; Independent licensees of the Blue Cross and Blue Shield Association. ANTHEM is a registered trademark of Anthem Insurance Companies, Inc.

Please note that emergency dental care received from a dentist in this program is paid back in full and is not part of your yearly plan limit.

Your claim will be paid at an out-of-network level if you:

- Get emergency dental care out of the country from a dentist who is not in this program
- Get dental care that is not an emergency from any dentist outside of the U.S.

Emergency dental care is offered 24 hours a day, 365 days a year.

For easy access to the International Emergency Dental Program cut out the card below, fold it in half and carry it with you while you travel outside of the U.S.

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**Emergency care means dental services to:**

- Treat or control severe infections
- Treat injuries to, or trauma of, the teeth or structures that support the teeth*
- Ease intense pain to make you feel better
- Care for pain that lasts a long time or has not been diagnosed is not covered under this plan
- Find the source of pain or infection, or the extent of trauma (diagnostic services)
- Find out the extent of a dental emergency through an exam

**How to find a dentist in the country you are visiting**

Please note: This number is NOT toll-free. If you are using an international calling card, please follow the steps on the card first.

**Step 1:** If you are in a hotel, office building or other place where you need to first press a number to make a call, do this first.

**Step 2:** Then press the outbound calling code for the country you are calling from.

(For instance, Switzerland is 00 plus 353-94-9372257)

If calling from Ireland, press 0-94-9372257 (24-hours a day)

**Claim questions only (in the U.S.) 800-371-6561**

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* Dental injuries or trauma include:
  - Enamel fracture
  - Crown fracture
  - Root fracture
  - Crown-root fracture
  - Luxation (put out of joint)
  - Avulsion (form off)
  - Fracture of the upper or lower jaw bone (avulsion process)

These are not emergency care services:

- Routine exams
- Preventive dental services such as:
  - Dental cleanings.
  - Putting fluoride or sealants on teeth
  - Keeping the space for an adult tooth open if the baby tooth has been lost too early (space maintenance)
  - Basic or major restorative dental services when there is no pain, trauma, or short-term infection
  - Periodontics (treating and preventing gum disease)
  - Prosthodontics (use of bridges and dentures to replace missing teeth)
  - Implants
  - Orthodontics (use of braces to change the spacing between teeth)