

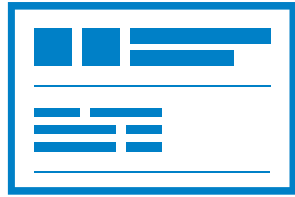


New Mexico Public Schools Insurance Authority (NMPSIA)

Get to Know your BCBSNM Dental Benefits
Be Ready for 2025 Annual Switch Enrollment



WHO WE ARE...



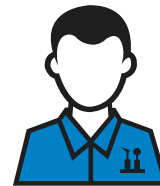
#1 in New Mexico
Total Number of Providers
1,204



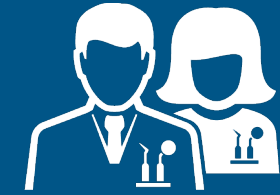
PPO Discount Savings
30% - 50%



Nearly 5 Million
Dental members
Nationwide



The **LARGEST**
DPPO Dental Network
in New Mexico and Nationwide



OVER 1,200
unique dentists in
New Mexico and **OVER**
150,000
Nationwide*

More unique providers in our
network than any other carrier!



BlueCross BlueShield
of New Mexico

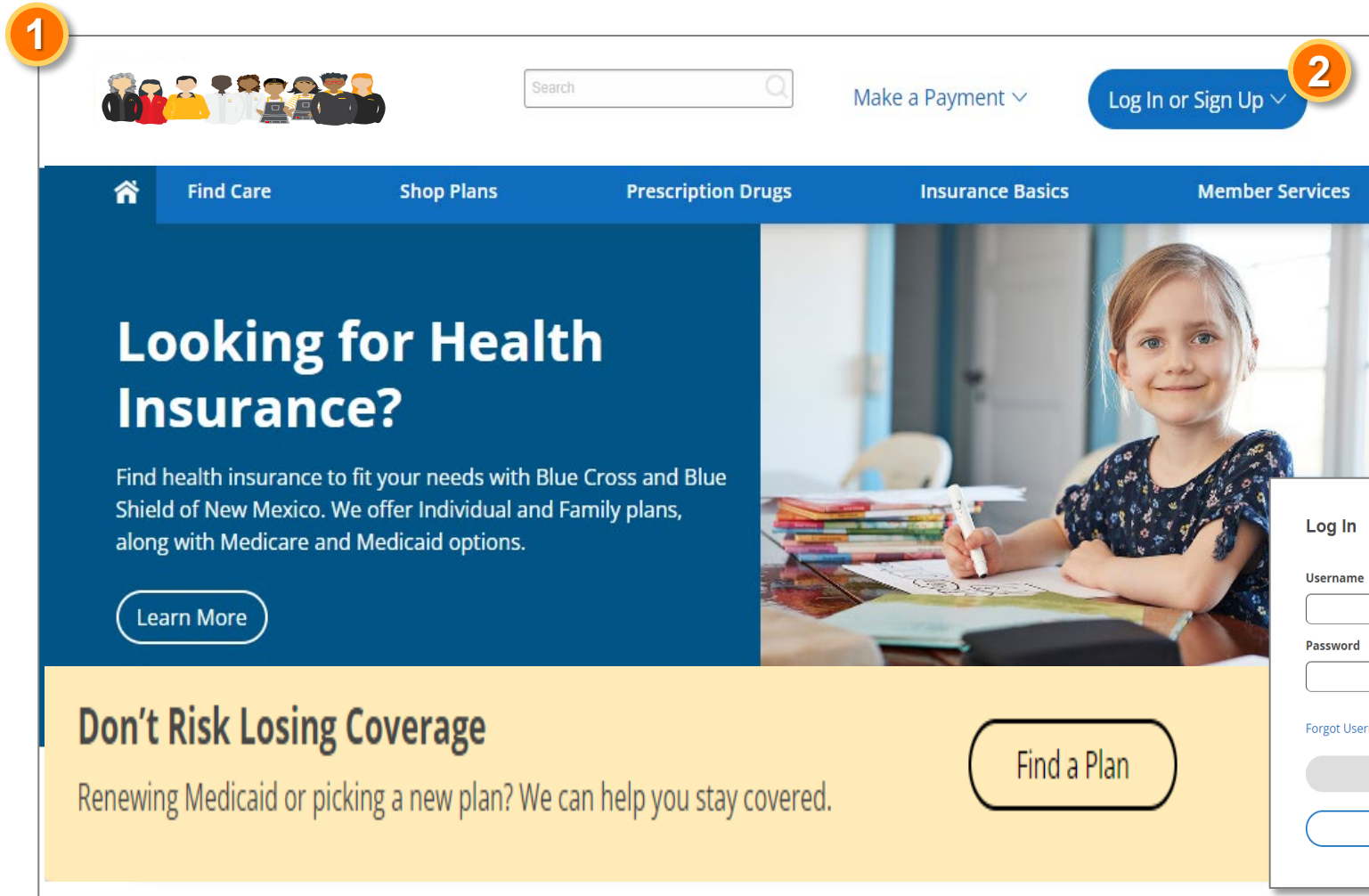


MEMBER RESOURCES

Blue Cross and Blue Shield of New Mexico, a Division of Health Care Service Corporation,
a Mutual Legal Reserve Company, an Independent Licensee of the Blue Cross and Blue Shield Association



Start at Blue Access for MembersSM



The screenshot shows the homepage of the Blue Access for Members website. At the top left, a group of diverse people is shown. A search bar is located in the top center. To the right of the search bar is a 'Make a Payment' dropdown menu and a 'Log In or Sign Up' button. Below the search bar is a navigation menu with links for 'Find Care', 'Shop Plans', 'Prescription Drugs', 'Insurance Basics', and 'Member Services'. The main content area features a large blue banner with the text 'Looking for Health Insurance?' and a sub-headline 'Find health insurance to fit your needs with Blue Cross and Blue Shield of New Mexico. We offer Individual and Family plans, along with Medicare and Medicaid options.' Below this is a 'Learn More' button. To the right of the banner is a photo of a young girl sitting at a desk with books and a marker. Below the banner is a yellow section with the text 'Don't Risk Losing Coverage' and a sub-headline 'Renewing Medicaid or picking a new plan? We can help you stay covered.' Below this is a 'Find a Plan' button. A 'Log In' form is overlaid on the bottom right of the screenshot, showing fields for 'Username' and 'Password', a 'Log In' button, and a 'Create an Account' button. Numbered callouts 1 through 4 are placed around the page to indicate the steps: 1. Visit bcbsnm.com (pointing to the top left), 2. Click Log In or Sign Up tab (pointing to the top right button), 3. Enter Username and Password or (pointing to the login form fields), and 4. Click Create an Account if you are a new user (pointing to the 'Create an Account' button).

1 Visit bcbsnm.com

2 Click **Log In or Sign Up** tab

3 Enter **Username** and **Password** or

4 Click **Create an Account** if you are a new user

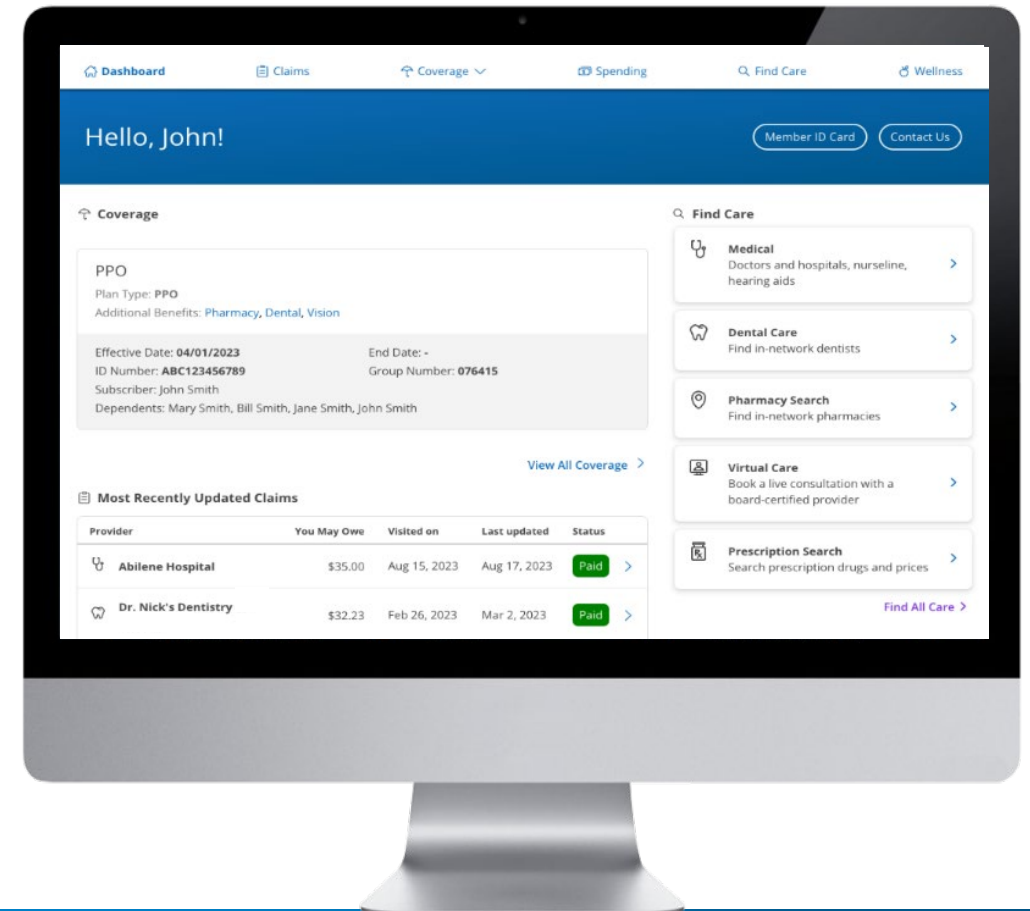
Images are for illustrative purposes only.

Help at Your Fingertips



From Blue Access for MembersSM, your secure member portal, you can:

- Get copies of your ID card
- See claims and Explanation of Benefits
- Access spending summaries
- Search for a provider through Provider Finder[®]
- Schedule a virtual visit 24/7 with Teledentistry.com
- Engage in better overall health and wellness



Screen images are for illustrative purposes only.


Dental ID Cards


Accessibility Options:

- ID cards will be mailed to all members
- Download and print an ID card from our member portal, Blue Access for MembersSM
- Order a new ID card via our portal
- Utilize your digital ID card via our BCBSNM mobile application

Member ID Card

Medical **Dental**

 BlueCross BlueShield Blue Care Dental	
Subscriber Name: _____	
Identification Number: _____	
Group Number: 100000	
PPO DENTF	
GRID+ _____	

www.bcbsnm.com	
 BlueCross BlueShield of New Mexico	Dental Services 1-800-367-6401 DNoA Pref Network 1-800-972-7565
<small>To the Dental Provider: File claims to the following address. BlueCare Dental Claims - P.O. Box 23059, Belleville, IL 62223-0059.</small>	
Providers: dnoaconnect.com	
<small>This card is provided by BlueCross BlueShield of New Mexico, an independent licensee of the BlueCross BlueShield Association.</small>	

Digital Member ID Card

The image is of the member ID card and proof of insurance for any doctor or hospital visit. Simply download or print the image and show it to your provider.

Download the [Blue Cross Blue Shield of New Mexico \(BCBSNM\) app](#) to view on your mobile device.

Screen images are for illustrative purposes only.

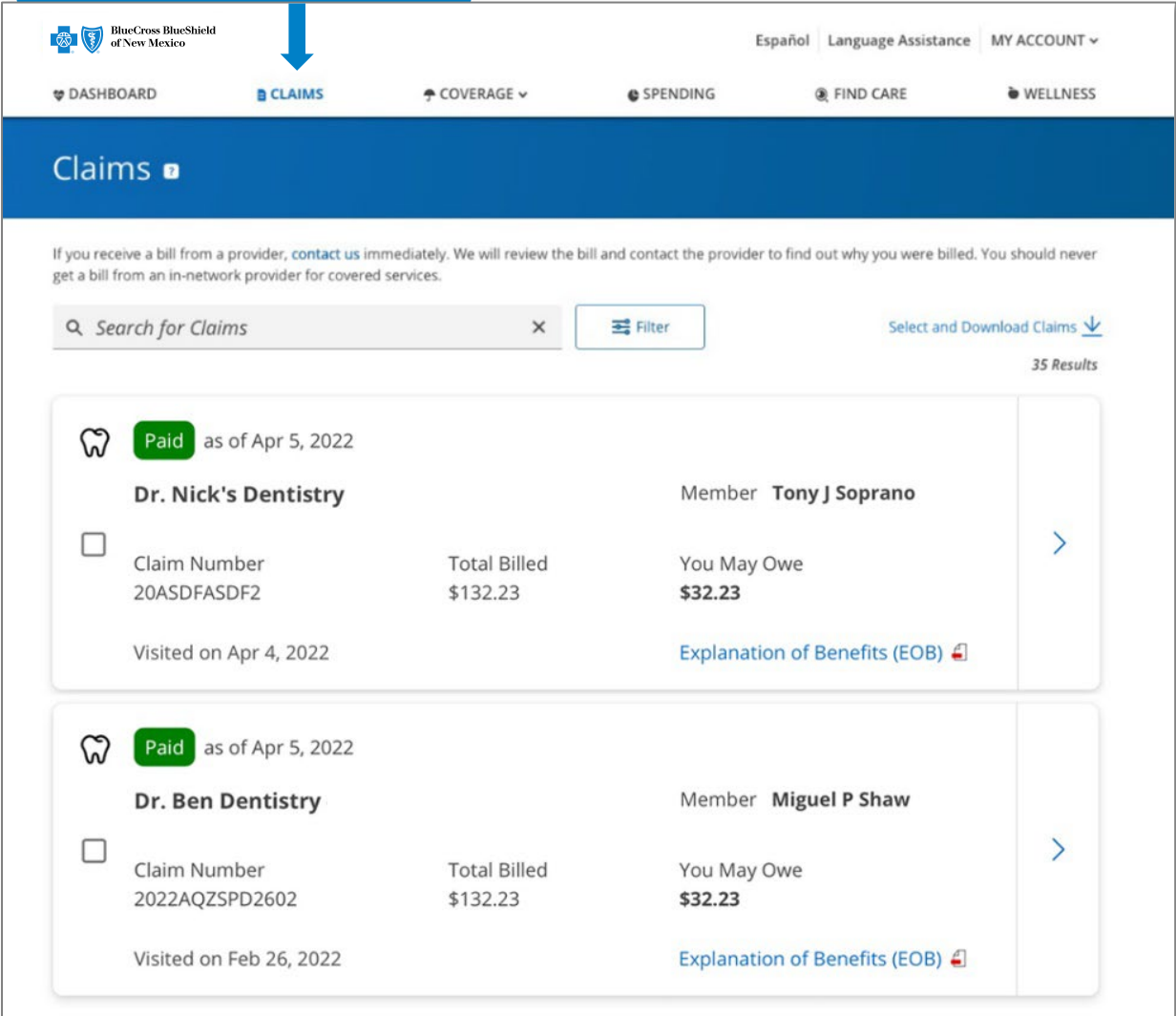
[View and Download](#) 

Claims

From the Claims tab, you can easily:

- View a summary of recent claims
- Search for claims by provider or claim number
- Select and download claim details
- View or print Explanation of Benefits
- Access claim FAQs

From Your Dashboard
click on **Claims**



BlueCross BlueShield of New Mexico

Español | Language Assistance | MY ACCOUNT ▾



DASHBOARD CLAIMS COVERAGE ▾ SPENDING FIND CARE WELLNESS



Claims

If you receive a bill from a provider, [contact us](#) immediately. We will review the bill and contact the provider to find out why you were billed. You should never get a bill from an in-network provider for covered services.

Search for Claims [Select and Download Claims](#)

35 Results

 Paid as of Apr 5, 2022			
Dr. Nick's Dentistry		Member Tony J Soprano	
<input type="checkbox"/>	Claim Number 20ASDFASDF2	Total Billed \$132.23	You May Owe \$32.23
	Visited on Apr 4, 2022		Explanation of Benefits (EOB) 

 Paid as of Apr 5, 2022			
Dr. Ben Dentistry		Member Miguel P Shaw	
<input type="checkbox"/>	Claim Number 2022AQZSPD2602	Total Billed \$132.23	You May Owe \$32.23
	Visited on Feb 26, 2022		Explanation of Benefits (EOB) 


Screen images are for illustrative purposes only.


Easy-to-Navigate EOBs

Dental EOBs are color coded to be member-friendly.

Color-coded categories

 **Member's Responsibility**


 **Amount Billed:**
Total amount the provider billed for the member's services

 **Dental Plan Responsibility:**
The portion we paid to the member's provider

Simplified terminology

Easy-to-understand terms are used consistently within the EOB and in other member communications.

Not all EOBs are the same. The format and content of an EOB depends on your benefit plan and the services provided. Deductible and copayment amounts vary.



PO BOX 23060
BELLEVILLE IL 62223-0060

Forwarding Service Requested

YELLOW BANANA
4576 YELLOW COUNTY LN
BANANA OK 78942

JAS1 [3,891] 1 of 2

SUBSCRIBER INFORMATION

Subscriber #: 990410937
Group Name: INDIVIDUAL RIDER
Group #: Y01HCO
Benefit Type: Dental

CLAIM INFORMATION

Patient: BANANA, YELLOW
Claim #: 002022363231654970000
Processed Date: 03/23/23
Provider: RIVCO LEASERVICE

Amount Billed	\$ 100.00
Discounts and Reductions	\$ 0.00
Dental Plan Responsibility	\$ 50.00
Patient May Owe	\$ 50.00

For questions please call the number on the back of your ID Card.

Service Information			Patient Benefits Applied			Patient May Owe				
Service Description	Service Dates	Amount Billed	Discounts and Reductions	Allowed Amount	Dental Plan Responsibility	Deductible Amount	Copay Amount	Coinsurance	Amount Not Covered	Patient Costs
D0150 Comprehensive Oral Evaluation	12/28/22	50.00	0.00	50.00	50.00	0.00	0.00	0.00	0.00	0.00
									(PD)	
D1330 Oral Hygiene Instructions	12/28/22	50.00	0.00	50.00	0.00	0.00	0.00	0.00	50.00	50.00
									(I, PD)	
CLAIM TOTALS		\$ 100.00	\$ 0.00	\$ 100.00	\$ 50.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 50.00	\$ 50.00

Total covered benefits approved for this claim: \$50.00 to RIVCO LEASERVICE on 03/23/23

BENEFIT YEAR MAX REMAINING: \$ 1,400.00

Notes about amounts under "PATIENT BENEFITS APPLIED" and "PATIENT MAY OWE"

(PD) PD - THIS SERVICE WAS RENDERED BY A DENTIST IN OUR PROVIDER NETWORK. THE MEMBER IS NOT RESPONSIBLE FOR ANY CHARGES IN EXCESS OF THE ALLOWED AMOUNT.

(I) I - THIS PROCEDURE HAS BEEN DENIED. IT IS NOT COVERED UNDER THE MEMBER'S DENTAL PLAN.

If you are covered by more than one health plan, you should file all your claims with each plan. To protect the confidentiality of the member's Social Security Number and avoid processing delays, the Unique Identification Number on the member's ID card must be used when submitting claims. Providers, Customers, and Individuals: Cooperate with us to stop fraud. If you ever have any questions, call our fraud hotline at 800-411-2463.

Current Dental Terminology © American Dental Association

Blue Cross and Blue Shield of New Mexico dental programs are administered by Dental Network of America, LLC, a separate company. Blue Cross and Blue Shield of New Mexico is a Division of Health Care Service Corporation, a Mutual Legal Reserve Company, an Independent Licensee of the Blue Cross and Blue Shield Association.

How to Find an In-Network Dentist

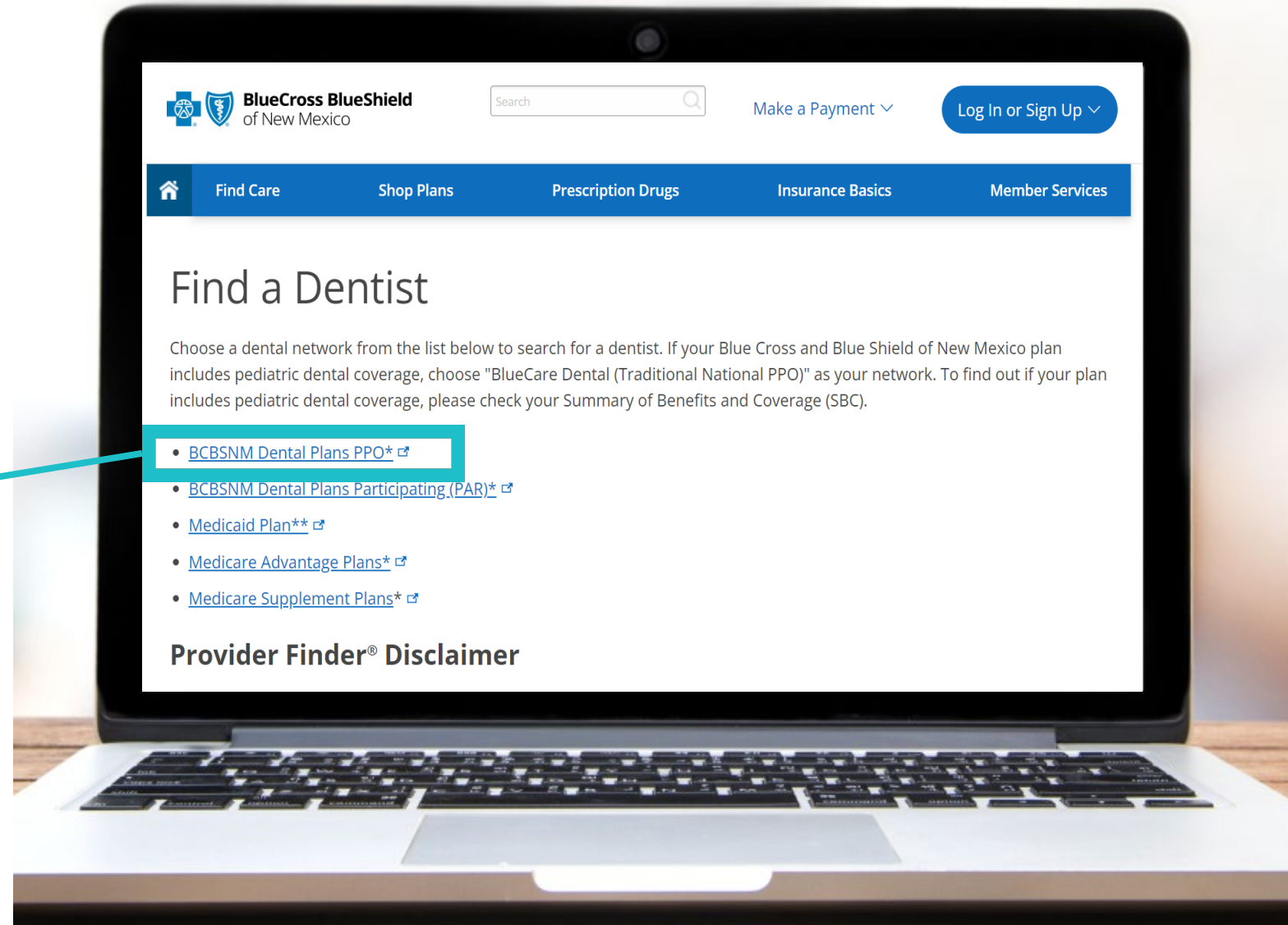
1 Go to bcbsnm.com and log in or sign up for **Blue Access for Members “BAM,”** then click on the **Find Care** tile

2 Click on the **Find a Dentist**

3 Click on the **PPO** link

4 **Search by:**

- Location
- Dentist Name
- Dental Office Name
- County



BlueCare DentalSM PPO Network



Advantage to Members:

Savings

PPO dentists offer discounts of 35% to 50% for BlueCare Dental members. You won't be billed for costs exceeding the allowable amount (except coinsurances and deductibles).

Convenience

You have access to one of the largest dental PPO networks in the country.

Quality

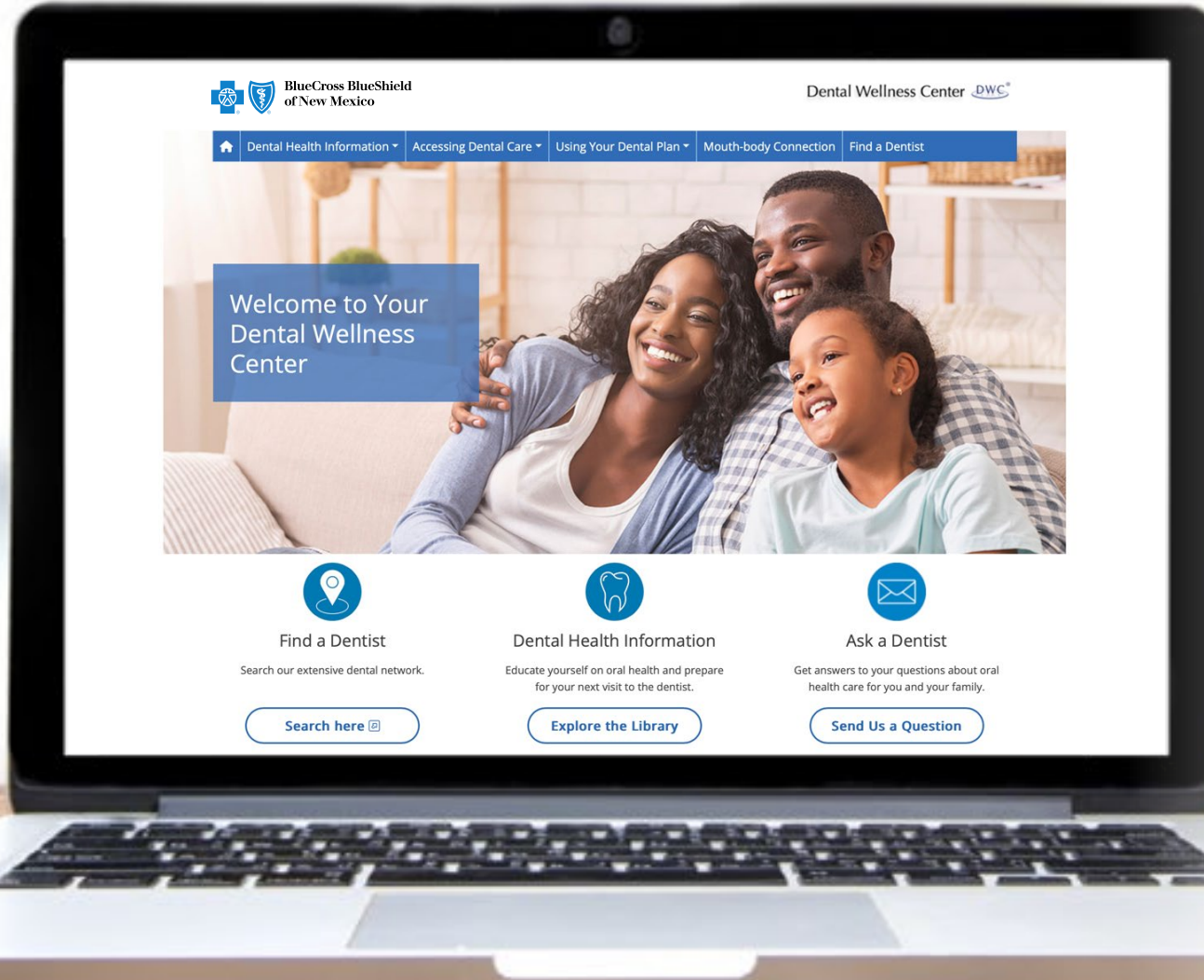
You can take comfort knowing that our professional credentials are verified for every PPO dentist.

PPO Savings Example:	PPO Dentist Crown (D2752)	Non-PPO Dentist Crown (D2752)
Billed Charge	\$1013.00	\$1013.00
Allowable Amount	\$663.00	\$1013.00
Dental Plan pays 50%	\$331.50	\$506.50
Member's Responsibility	\$331.50	\$506.50










Dental Wellness Center[®]

Dental-focused website with tools and resources to help you keep on track with your oral health



Interactive Web Tools

-  Find a Dentist
-  Dental Cost Advisor
-  Ask a Dentist
-  Dental Dictionary
-  Educational Videos
-  In the News
-  Mouth & Body Connection

Virtual Dental Visits 24/7

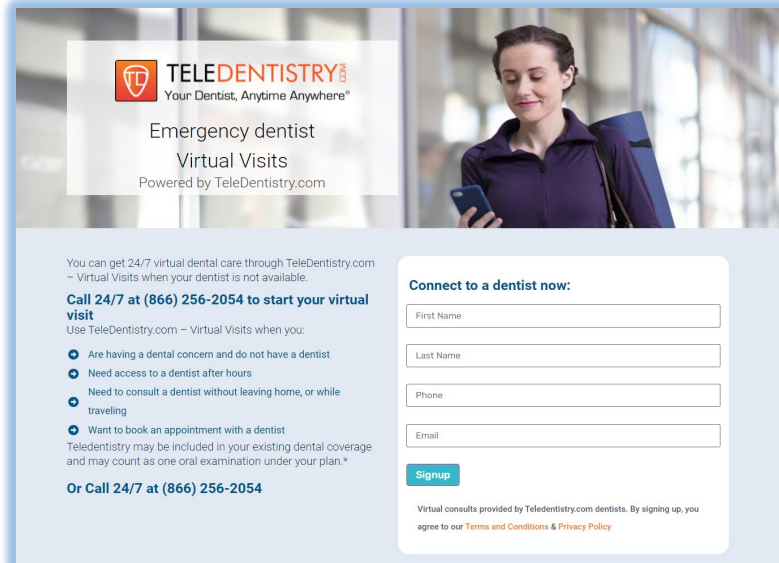
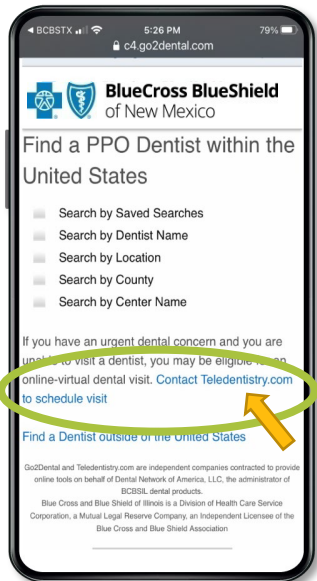
Virtual dental visits powered by **Teledentistry.com** are included as part of our **BlueCare DentalSM** PPO network

Did you know?

Many people suffering from dental pain end up in an emergency room because they don't know what else to do, when they have a concern and can't get to their regular dentist. Virtual visits give you an option to have your urgent issue evaluated in 10-15 minutes.*

Website or Mobile App

- Click on the link on Provider Finder BlueCare DentalSM PPO search page
- Complete the registration form



To register, you will need your ID number on the back your ID card OR you can call Customer Service. Images are for illustrative purposes only.

What can a virtual dentist do for you?

- Provide access to a dentist 24/7 when your regular dentist is not an option, like after hours or when traveling.
- Consult via video conference without leaving your home, workplace or while traveling.
- Address tooth pain due to things like cavities, gum disease or impacted wisdom teeth.
- Prescribe medications** as necessary to offer relief of pain or discomfort.

Telephone

Call **1-866-256-2054** to schedule a virtual visit

* Average times from Teledentistry.com **No opioids or narcotics

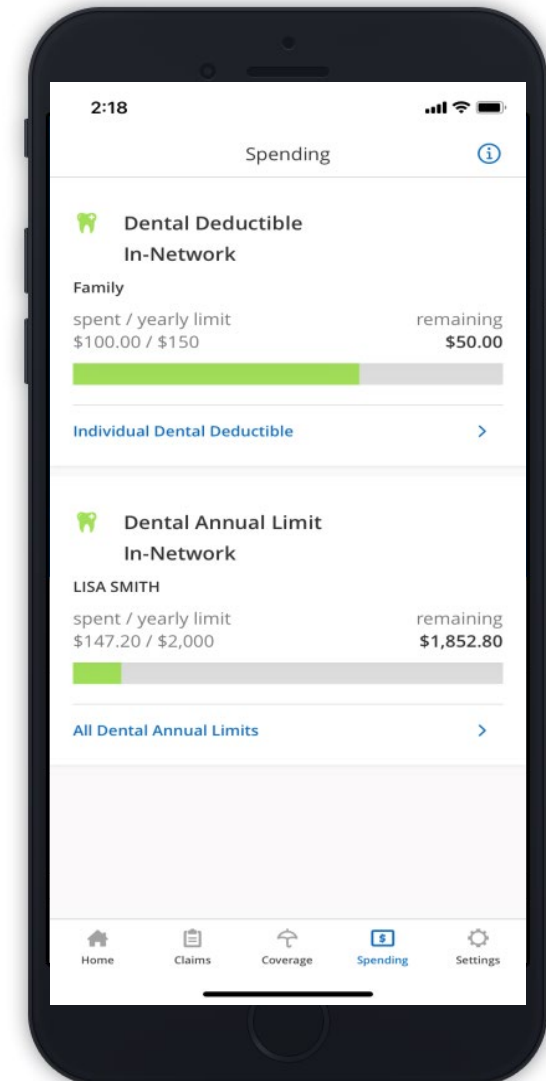
BCBSNM App

You can use the app to:

- View or email ID card information, or add it to Apple Wallet
- Check dental claims status and see what you may owe
- Find in-network dentists
- View deductible and remaining annual benefit
- Access the Dental Wellness Center

Text **BCBSNMAPP** to **33633** to download the app

Screen images are for illustrative purposes only.





BlueCare DentalSM

The Right Choice!



Network



Integration



Service