

# 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 (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](http://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](http://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 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 plans. DeCare Dental is solely responsible for its products and services. Anthem Blue Cross is the trade name of Blue Cross of California. Independent licensee of the Blue Cross Association. © ANTHEM is a registered trademark of Anthem Insurance Companies, Inc. The Blue Cross name and symbol are registered marks of the Blue Cross Association.

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.



### Program services

Only emergency care is provided by this program.



**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

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### 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 (torn off)
- Fracture of the upper or lower jaw bone (alveolar 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)