

Guide to managing your dental plan online

The new overview page on our member dental website makes it easier for you to get to the information that's most important to you with just a few simple clicks.



1 Manage your claims

Gain more insight into your dental coverage with a quick and comprehensive view of your claims. You can track your claims, view your balance online, and download claim forms.

2 Look up your benefits

Have benefit information at your fingertips. View a summary of your dental benefits and calculate your estimated costs in advance of a dental office visit.

3 Find a dentist

Our improved *Find a Dentist* feature means you can search for network dentists in your plan by location – including Google Map view – practice name, individual dentist name, and language preference. It's never been easier to find a dentist that's right for you. If you're in a dental HMO, you can change your primary dentist.

4 View account balances

View your "paid to date" account balance and see your remaining benefit amount for the rest of the year.

5 Print or request an ID card

No more looking for mislaid member ID cards. You can print one prior to your office visit or submit a request for one to be mailed to you.

6 Cost calculator

Make informed decisions and plan ahead with valuable treatment cost information. Select a dentist and a procedure to view the specific treatment costs, benefits, and copayments of that procedure. Repeat the process with another dentist to compare costs for the same procedure.

7 Information Center

Here you can see answers to frequently asked questions on topics such as maximizing your healthcare dollars with network providers and preventive care, how to submit a claim, and what to do when you're traveling out of the country.

Spanish Translation

There is a tab on the website if you want to view the information in Spanish.

Note: Information displayed in the dental member overview and claims section will vary depending on your specific plan. Screenshot provided as an example only.

Here is how to access these features:

- Go to www.blueshieldca.com
- Log in as a member under the plan summary link
- Select *View Dental Plan Details* at the bottom of the page under “other services.”
- Register or log in to the dental website

Get the most from your dental plan

- Register for online access (you will need your dental member ID number)
- Log in and get to know your benefits
- Find a dentist that's in network
- Use the Cost Calculator to understand costs
- Track your claims and make sure your benefits are applied correctly

If you have any questions you can call our dental customer service representatives:

Individual and family plans, including those with pediatric dental benefits:*

(888) 271-4880

Group plans, including those with pediatric dental benefits.*

(888) 702-4171 PPO and INO Plans

(800) 585-8111 HMO Plans

* Pediatric dental benefits are defined as essential health benefits in the Affordable Care Act for individual and small business medical plans.