



**NYS Dental Plan – Administrator Change to Anthem Blue Cross, effective 10/1/2024  
Frequently Asked Questions (FAQ)**

**Q: How do I find out if my current dental provider is participating in Anthem’s network?**

A: To find out if your current provider participates in the Anthem network, visit <https://www.anthembluecross.com/nys-dental>.

If you are a **NYS Dental Plan** enrollee, select “New York State Dental Plan” under Search for a Dental Provider. You will be directed to the XPO Dental Complete network where you can search for providers by address, doctor name or specialty type.

If you are a **NYS Dental Student Employee Health Plan (SEHP)** enrollee, select “New York State Dental Plan- SEHP” under Search for a Dental Provider. You will be directed to the XPO Dental Complete network where you can search for providers by address, doctor name or specialty type. You can filter network results or select the link for “Dental Discount Program Providers” to view providers who may charge you less than their normal fee for services not reimbursed by the NYS Dental SEHP.

There are some situations where a provider may not be listed, so you can also call the dedicated Anthem NYS Dental Plan toll-free number, 1-833-821-1949 to check participating status.

**Q: What if I want a dental provider to become participating in Anthem’s network?**

A: You can complete the NYS Dental Plan Provider Nomination Form available on <https://www.anthembluecross.com/nys-dental>. The completed form can be submitted to the email address listed on the form.

**Q: Are my dental benefits changing?**

A: There will be no impact or changes to your dental benefits as a result of this transition. The benefits outlined in your current New York State (NYS) Dental Plan Certificate of Insurance, Attachment to the NYS Dental Plan Certificate of Insurance and Rider to the NYS Dental Plan Certificate of Insurance and Attachment will not change. Updated Anthem branded documents will be available this fall. To view your current dental benefit documents, visit the New York State Insurance Plan website at [www.cs.ny.gov/employee-benefits](http://www.cs.ny.gov/employee-benefits). Select New York State Active Employee (NY), your group, Dental and/or Vision and Dental Benefits.

**Q: When will I get my new Anthem ID cards? When can I start using my Anthem ID cards?**

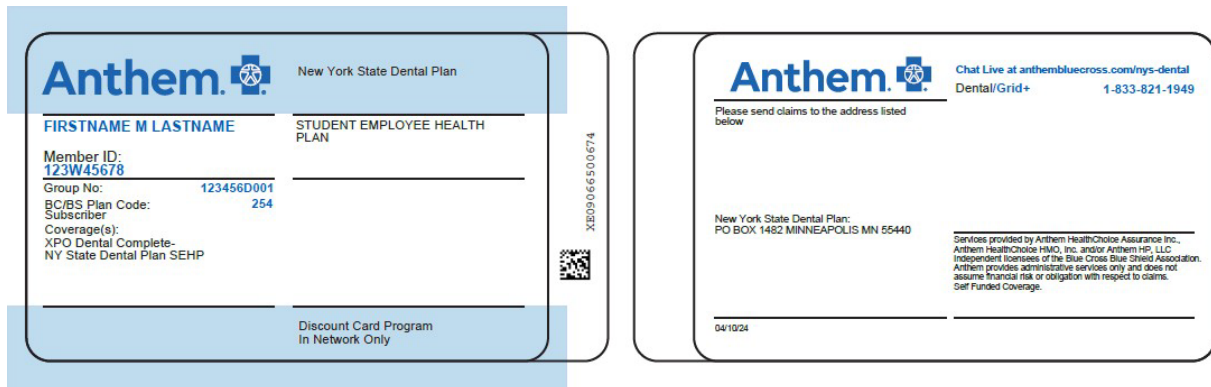
**A:** In early September, Anthem Blue Cross mailed a welcome letter and a new plan benefit ID card with the Anthem Blue Cross corporate logo. Please note, this was delivered in a safe unmarked envelope to your home address. Beginning October 1, you must use this Anthem ID card when obtaining dental services. If you did not receive your welcome letter and ID card, you can call the dedicated Anthem NYS Dental Plan toll-free number at 1-833-821-1949.

**Q: What will my new Anthem ID cards look like?**

**A: For NYS Enrollees:**



**For Student Employee Health Plan (SEHP) Enrollees:**



**Q: What happens if I am undergoing treatment or in a course of care during the change of administrators on 10/1/24? Will Emblem or Anthem be responsible for my claims?**

**A:** If a pre-determination request was submitted to Emblem prior to 10/1/24 and services were approved, Anthem will continue to approve those services 10/1/24 and after. Your cost share could change effective 10/1/24 depending on whether the provider is in-network or out-of-network with Anthem, so you should confirm the participating status of your doctor on <https://www.anthembluecross.com/nys-dental> or call the dedicated Anthem NYS Dental Plan toll-free number at 1-833-821-1949 with any questions. All services rendered on 10/1/24 and after should be submitted to Anthem either electronically by a participating provider or by mail to: Anthem Dental Claims PO Box 1482 Minneapolis, MN 55440-1482.

Certain restorative, implant, and prosthetic services require multiple visits to complete a course of care and these services may not be billed to insurance until the completion of care. If you started a covered treatment or course of care with an in-network Emblem provider prior to the transition to Anthem on 10/1/24 for these types of services and you receive a bill for the entire course of care at out-of-network charges from the provider post 10/1/24, you can submit your claim to Emblem for consideration as well. The Emblem claim form is available at: <https://www.cs.ny.gov/forms/Emblem-Dental-ADA-Claim-Form.pdf>.

You will get a denial from Emblem, but then you or your provider have up to 180 calendar days from when you receive the denial to file a Grievance to get your claim considered for payment at the higher, in-network level of benefits. The qualified services must have started before 10/1/24 and completed within 60 days after the Emblem contract termination date. You can file a Grievance by calling Emblem Customer Service at 1-800-947-0101 or by sending your Grievance in writing to: EmblemHealth P.O. Box 12365, Albany NY 12212-2365.

For more information on Grievance and Appeal rights, please reference your NYS Dental Plan Certificate of Insurance on NYSHIP Online <https://www.cs.ny.gov/employee-benefits/login/index.cfm> or call Emblem Customer Service at 1-800-947-0101 with questions.

Anthem is actively recruiting as many providers into their network as possible. To find out if your current provider participates in the Anthem network, visit <https://www.anthembluecross.com/nys-dental> and select your Plan name under Search for a Dental Provider. You will be directed to the XPO Dental Complete network where you can search for providers by address, doctor name or specialty type. There are some situations where a provider may not be listed, so you can also call the dedicated Anthem NYS Dental Plan toll-free number at 1-833-821-1949 to check participating status.

**Q: Will orthodontia benefits continue to be paid out if my dependent is in the course of treatment?**

A: Yes, orthodontia claims with a date of service prior to 10/1/24 will be paid by Emblem. Orthodontia claims with a date of service of 10/1/24 or after will be paid by Anthem. Orthodontia benefits will continue to be paid out monthly.

**Q: Is there a video available that will tell me more about the change in NYS Dental Plan Administrator?**

A: Yes. An informational video presentation is available. The approximately 5-minute resource is posted on Anthem's NYS Dental Plan customized website at <https://www.anthembluecross.com/nys-dental> and on NYSHIP Online under What's New.

**Q: Will I be able to securely log-in to the NYS Dental Plan website to view eligibility and claims? Does Anthem have a mobile App?**

A: Yes. You can securely log-in to the NYS Dental Plan website at <https://www.anthembluecross.com/nys-dental>. If you currently have active Empire Plan coverage and have previously setup an account with Anthem to view your Hospital Program benefits, you can use your existing username and password. You will be able to view your Hospital Program benefits and your Dental Plan benefits through the same web portal. If you are a new user, you will need your Anthem Dental Plan ID number, which is

located on the front of your ID card, to register for an account. Once registered, you will then be able to view your dental benefits and eligibility information.

Anthem also has a Sydney Health mobile app that you can download to your phone or tablet. More information is available at <https://www.anthembluecross.com/nys-dental>.

**Q: Will Anthem offer a Direct Pay policy for dental coverage?**

A: Yes, as of October 1, 2024, Anthem will offer Direct Pay policies for eligible members. Individuals can enroll at any time on or after October 1, 2024, and coverage will be effective on the first of the month following the date they apply. To find out more about available options, you can visit <https://www.anthem.com/ny/individual-and-family/dental-insurance>

**Q: What should I do if I have dental coverage through COBRA?**

A: You should contact the Employee Benefits Division at 1-800-833-4344. If your COBRA plan has expired, or if you want more information about Anthem's Direct Pay policy for October 1 and after, please go to <https://www.anthem.com/ny/individual-and-family/dental-insurance> or call the dedicated Anthem NYS Dental Plan toll-free number at 1-833-821-1949.

**Q: What is the customer service phone number?**

A: The dedicated Anthem NYS Dental Plan toll-free number is 1-833-821-1949.

**Q: What if I can't find an in-network dental provider near my home address?**

A: If you are having difficulty finding a participating dental provider near your home address, please reach out to the dedicated Anthem NYS Dental Plan toll-free number at 1-833-821-1949 for assistance.