



Department of  
Civil Service

Anthem 

## New York State Dental Plan Limited Access Program Instructions

If you are unable to locate a provider in your area, follow the instructions below to participate in the Limited Access Program.

- 1) First visit the Anthem New York State Dental Plan website at <https://www.anthembluecross.com/nys-dental>. Under Search for a Dental Provider, select New York State Dental Plan. Under *XPO Dental Complete - NY State Dental Plan*, you can search by location and specialty.
- 2) If you are unable to find a provider in your location, call the dedicated Anthem New York State Dental Plan toll-free number at 1-833-821-1949.
- 3) An Anthem representative will work with you to locate a provider in your area. If they are unable to locate a provider, Anthem will approve your case to see an out-of-network provider and show you how to locate the Claims Form that you will need to bring to your appointment. If you would prefer the form mailed to you, Anthem can accommodate that as well. **You must speak to an Anthem representative to be approved for the Limited Access Program. You will need to contact an Anthem representative for approval for each visit.**
- 4) On the day of service, bring the Claims Form with you for your provider to fill out. After receiving care, mail or email the Claims Form back to Anthem for processing. Some providers may be willing to submit the Claims Form for you; please check with the provider at the time of service. The provider may ask for payment at the time of service.
- 5) Once the claims processes, a reimbursement check will be sent to you.
- 6) For more complex services such as crowns, bridges and dentures, ask the provider to submit a Pre-Determination of Benefits prior to having the service(s) completed. The Pre-Determination of Benefits will provide you an estimate of what will be covered by Anthem.

The New York State Dental Plan follows New York State Insurance Law § 3241(a) Network Adequacy Requirements and Standards which are outlined at:

[Health Insurers: Network Adequacy Requirements, Standards, and Submission Instructions | Department of Financial Services](#)

For questions, please call the dedicated Anthem New York State Dental Plan toll-free number at 1-833-821-1949.