

Small Group Dental Operations Service Guide

This guide provides important contact information and references to help you service your groups with Independence Blue Cross (Independence) and United Concordia Dental (UCD) Small Group plans and benefits.

	Independence Adult Dental Plans (Buy-up)	UCD Small Group Family Dental Plans (Non-ACA compliant)	Independence Metallic PPO Plans (Embedded pediatric dental benefits)	Independence Metallic DHMO Plans (Embedded pediatric dental benefits)
Plan names	<ul style="list-style-type: none"> Adult Dental Preventive PPO Adult Dental Preferred PPO Adult Dental Premier PPO with Preventive Incentive Adult DHMO Rider 	<ul style="list-style-type: none"> Choice PPO Flex PPO 	<ul style="list-style-type: none"> All Personal Choice® PPO metallic plans except bronze basic on exchange Personal Choice Catastrophic plan 	<ul style="list-style-type: none"> All Keystone HMO metallic plans
Customer service	<p>PPO members 1-866-568-5994</p> <p>DHMO members 1-800-ASK-BLUE (1-800-275-2583)</p>	1-800-972-4191 (prompt 4)	1-866-568-5994	1-800-ASK-BLUE (1-800-275-2583)
Service rep	Independence Account Executive	Small Business Unit	Independence Account Executive	Independence Account Executive
Member website	ibxpress.com	ucci.com	ibxpress.com	ibxpress.com
Member enrollment	ROAM	Account Management Portal	ROAM	ROAM
Group billing	<p>877-347-3151</p> <p>Independence Blue Cross Lockbox 3092 P.O. Box 8500 Philadelphia, PA 19178-3092</p>	Contact UCD Account Executive	<p>877-347-3151</p> <p>Independence Blue Cross Lockbox 3092 P.O. Box 8500 Philadelphia, PA 19178-3092</p> <p><i>There is no separate bill for pediatric dental as these benefits are embedded in the medical plan.</i></p>	<p>877-347-3151</p> <p>Independence Blue Cross Lockbox 3092 P.O. Box 8500 Philadelphia, PA 19178-3092</p> <p><i>There is no separate bill for pediatric dental as these benefits are embedded in the medical plan.</i></p>
Group set-up contact	Independence Account Executive	UCD Small Group Account Executive	Independence Account Executive	Independence Account Executive
Claim payment	UCD	UCD	UCD	UCD
ID card issuer	Independence (Member receives separate card from medical)	UCD	Independence	Independence
Network	PPO = Concordia Advantage DHMO = Keystone DHMO	Concordia Advantage	Concordia Advantage	Keystone DHMO
Rules	<p>DHMO rider can be purchased along with Keystone HMO metallic plans.</p> <p>Members/dependents must be age 19 or older to be enrolled in an adult dental plan. Child dependents must be between 19 and up to age 26.</p> <p>When a member/dependent turns 19, they are to remain on the medical plan but must be enrolled in an Adult Dental Plan for dental coverage to continue.</p>	<p>Dual options need to be reviewed and rated by the United Concordia underwriting team. Please submit these requests to your United Concordia sales team representative. United Concordia standard exclusions and limitations will apply.</p>	<p>Coverage through the end of the calendar year in which member turns 19.</p>	<p>Coverage through the end of the calendar year in which member turns 19.</p>
Report an access-to-care issue	<p>Service Now ticket and/or the Broker Care Center (BCC)</p> <p>Examples of access to care issues:</p> <ul style="list-style-type: none"> Incorrect group or member/benefits enrollment Claims that have processed incorrectly Failed group/member file feeds to Highmark or UCD 	<p>Contact UCD Account Executive</p> <p>Examples of access to care issues:</p> <ul style="list-style-type: none"> Incorrect group or member/benefits enrollment Claims that have processed incorrectly Failed group/member file feeds to Highmark or UCD 	<p>Service Now ticket and/or the Broker Care Center (BCC)</p> <p>Examples of access to care issues:</p> <ul style="list-style-type: none"> Incorrect group or member/benefits enrollment Claims that have processed incorrectly Failed group/member file feeds to Highmark or UCD 	<p>Service Now ticket and/or the Broker Care Center (BCC)</p> <p>Examples of access to care issues:</p> <ul style="list-style-type: none"> Incorrect group or member/benefits enrollment Claims that have processed incorrectly Failed group/member file feeds to Highmark or UCD

Independence Blue Cross offers products through its subsidiaries Independence Hospital Indemnity Plan, Keystone Health Plan East and QCC Insurance Company, and with Highmark Blue Shield — independent licensees of the Blue Cross and Blue Shield Association.

Independence dental plans are administered by United Concordia Dental, an independent company