



Connect to a dentist anytime, anywhere with teledentistry

The TeleDentists is a virtual provider that members can use right away

We understand that many of our members may not be able to physically visit their dentist right now, and if an emergency occurs, may feel concerned. We are committed to helping members get the support they need, when they need it – and have introduced new services to provide virtual relief.

Meet The TeleDentists

We've partnered with The TeleDentists® to offer virtual, HIPAA-compliant consultations with board-licensed dentists by computers, tablets or smartphones.¹ While we encourage members to contact their primary care dentist first, teledentistry is a valuable option if their dentist's office is closed or they don't have a primary care dentist.

Members can also rest assured knowing that Anthem covers all teledentistry care the same way it would if a dentist provided care in an office under a member's plan.

When members use The TeleDentists, they:

- Get access to dental care 24/7, 365 days a year.
- Won't need to travel or make an appointment.
- Can avoid high cost emergency or urgent care centers for dental emergencies.
- Have emergency exams covered at 100% and won't have deductibles or copays.²
- Benefit from negotiated discounts with no paperwork or claims to file.

Here's how it works when a member needs dental care:

- Members log in to their account at anthem.com or through the Sydney Health app. If they don't have an account yet, they'll need to create one.
- On the main page, they'll select **Find Care**, look for a dental professional and select the link for **The TeleDentists**.
- Members will then be taken to the website for The TeleDentists, where they will be in a virtual waiting room while they answer some questions about their health history, just like they would at a dentist's office.
- Once setup is complete, members will be connected with a licensed dentist for a virtual visit in as little as five minutes. The dentist will assess the needs and recommend care options.
- After the appointment ends, the dentist may prescribe medication to the members' local pharmacy. If a member needs more dental care, the dentist may refer them to a nearby network dentist.

Even though COVID-19 has created uncertainties, we continue to work hard to connect members to services that allow them to focus on their health and well-being.

Your Anthem Specialty partner is available to support you. Call them for more information.

¹ Participates with our Prime/Complete networks.

² Coverage applies to limited oral evaluations (examinations) problem focused (D0140). Some limitations and exclusions may apply; members should consult their benefit plan certificate of coverage for details.

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