Emergency dental treatment for the international traveler

Whether you’re on that long-awaited vacation or just working abroad, the last thing you need to wonder about is where to go for emergency dental treatment. With dental coverage from Anthem Blue Cross and Blue Shield, you don’t have to worry.

As an Anthem dental member, you and your eligible, covered dependents automatically have access to the International Emergency Dental Program administered by DeCare Dental, a separate company that administers dental benefits for Anthem members. With this program, you may receive emergency dental care from our list of credentialed, English-speaking dentists while traveling or working abroad.

Dental emergencies usually include the unexpected onset of a tooth injury or tooth pain. See the covered services listed on the wallet card below.

Here’s how your coverage works.

If you need emergency dental care while traveling internationally, call our international service center right away. (The attached card gives complete details on how to make that call.) Our English-speaking customer service representatives can help you find a dentist. And they can even assist with translation services when contacting the dentist’s office.

Visit our website for a list of participating dentists.

For a complete listing of participating dentists, visit www.decare.com. Under the drop-down menu on the left, select “DeCare Dental Products,” then “International Dental Program.” From there you can review our list of participating dentists in the “International Emergency Dental Program” section.

Payment of care

Please pay the dentist directly and ask for a receipt. Then, print a claim form from our website (www.decare.com) and submit the completed form along with the receipt to the address listed on the claim form. Claims are paid directly to members in U.S. currency, since the patient pays the bill at the time services are rendered. Please note that emergency dental care received from an International Emergency Dental Program dentist is reimbursed in full and is not calculated into your annual plan maximum.

Your claim will be paid at an out-of-network level if you:

- Receive emergency dental care out of the country from a dentist who is not in the International Emergency Dental Program
- Receive non-emergency dental care from any dentist outside of the United States

Emergency dental care is available 24-hours a day, 365-days a year.

For easy access to the International Emergency Dental Program cut out the card below, fold it in half and carry it with you while traveling outside of the United States.

The following are considered dental injuries or trauma:

- T reat injuries to, or trauma of, the teeth and/or supporting structures
- Rebuild acute pain (not chronic pain or continuously undiagnosed pain with palliative measures)
- Identify the source of pain, the extent of trauma or the source of infection (diagnostic services)

Emergency treatment is defined as dental services for:

- Tooth or dental acute infections
- Tooth injuries to, or trauma of, the teeth and/or supporting structures
- Rebuild acute pain (not chronic pain or continuously undiagnosed pain with palliative measures)
- Identify the source of pain, the extent of trauma or the source of infection (diagnostic services)

The following are not considered emergency treatment services:

- Periodic examinations
- Preventive dental services (dental prophylaxis, topical fluoride treatment, sealants, space maintenances)
- Basic restorative dental services in the absence of pain, trauma, or acute infection
- Major restorative dental services in the absence of pain, trauma, or acute infection
- Periodontics
- Prosthodontics
- Implants
- Orthodontics

Please note: This number is NOT toll-Free. If you are using an international calling card, please follow the card’s specific instructions first.

STEP 1: Are you in a hotel, office building or other location that requires you to dial a specific number to “dial out”? If so, do this first.

STEP 2: To find a dentist for emergency dental treatment, dial the outbound calling code for the country where you are located.

(For example, Switzerland is 00) plus 353-94-9372257
If calling from Ireland, dial 0-94-9372257 (24-hours a day)

CLAIM INQUIRIES ONLY (IN THE USA) 1-800-371-6561