Access to quality dental care at affordable prices is important. When deciding which General Dentists and Specialists are part of our network, we look at several areas:

**Quality of care**

We continue to develop and build our network of qualified licensed dentists to enhance access of care. To best meet all your oral health needs, we contract with General Dentists, Endodontists, Pediatric Dentists, Periodontists, Oral Maxillofacial Surgeons and Orthodontists.

We have strict credentialing and contracting guidelines to ensure they meet the highest standards of excellence. Any qualified licensed provider who is interested in participating in our network must complete the application process and pass our credentialing qualifications. Once in our network, they must go through regularly scheduled re-credentialing. This ensures they have the appropriate education, license, and training for the care they are delivering. We also offer dedicated provider contracting support so that providers can focus on patient care, not administrative issues.

**Access**

We want to make sure great care is accessible. That’s why we work hard to have plan participating providers in the places we serve so that you can get the care you need, without any hassle. To help make sure you can find care, we consider the number of providers in your area, and how far you have to travel to a provider.

**Savings**

We believe quality is just as important as affordability. We negotiate to keep pricing fair, with strong network discounts so our members can save on covered services. Also, when you use a network provider, you avoid balanced billing — which means you are only required to pay your copay for the covered service(s) you received.

There may be higher costs to you if you visit a provider who is not in your plan’s network. We recommend you contact the provider to confirm that they are in your plan network and that the desired service is covered.

**Important**

While we make efforts to ensure that our lists of General Dentists and Specialists are up to date and accurate, providers do leave our networks from time to time, and these listings do change. There are General Dentists and Specialists or other providers who are not included in every plan network. Please make sure you are searching the right network. Logging in as a member is the most accurate method to search for providers in your plan network. You may also enter your alpha prefix (the first three letters of your member number on your ID card).

**Call us if you have questions**

If you have questions about your dental network, call Customer Service at the number on your ID card.
How we choose doctors and hospitals for our plans

We work closely with doctors, hospitals and other health care professionals in your plan so you can get high-quality care while keeping monthly payments as low as possible.

Types of health care professionals

To best meet your health care needs, our plans include a wide range of facilities and health care professionals, including:

- Primary care doctors
- Specialists
- Behavioral health doctors
- Hospitals
- Skilled nursing facilities
- Labs

We look at these areas when deciding which doctors and hospitals to include in our plans:

Quality of care

We want to make sure you can get high-quality care. Before doctors and other health care professionals join our plans, we check to see that they have the education, licenses and training as appropriate for the care they provide for our members.

We don’t have specific quality, member satisfaction or patient safety measures for choosing doctors and hospitals to be part of our Marketplace plans. However, we check and promote quality of care by offering programs* like:

- **Enhanced Personal Health Care (EPHC):** Gives primary care practices the tools and data they need to help care for their patients, including managing health conditions or getting preventive care. This program rewards doctors for meeting quality care measures, improving patient health and lowering the cost of care.

- **Quality-In-Sights®: Hospital Incentive Program (Q-HIP®):** Pays an incentive to hospitals when they follow certain quality guidelines and best practices set by national groups to improve the quality of care. Hospitals are rated on their track record for procedures and a patient’s care. The goal of this award-winning program is to help all patients get the best health care.

- **Blue Distinction Specialty Care® program:** Helps you find facilities with experience in providing high-quality care for bariatric surgery, cardiac care, knee and hip replacement, spine surgery, maternity care and transplants. These facilities also take steps to make care more affordable for patients.

- **Blue Physician Recognition:** Names doctors who offer high-value, high-quality care to patients with certain health problems such as asthma, diabetes and cardiac care. They also take part in local, national and regional quality improvement programs.

*Not all programs are available in all states.
Blue Precision program: Recognizes specialists who meet or beat measures for giving quality and affordable care in certain specialties. They must show they follow proven care guidelines or have been recognized by a group such as the National Committee for Quality Assurance.

Physician Quality Measurement (PQM): Gives quality of care results for primary care doctors. This includes showing if their patients received certain preventive care such as cancer screenings.

Anthem Quality-In-Sights®: Primary Care Program (AQI): Evaluates and rewards primary care doctors who meet measures for providing affordable, high-quality care. This includes using the latest technology for care, prescribing generic drugs when it makes sense and taking other steps to improve patient care.

Member experience

We listen to our members who share feedback about doctors and hospitals after they have joined our plans by using phone surveys and checking complaints.

Access

We want to make sure it's easy for you to get care. That's why we work hard to have plan participating doctors, hospitals and health care professionals in the places we serve so that you can get the care you need.

To help make sure you can find care, we look at one or more of the following:

- How far you have to travel to a doctor or hospital
- The number of hospitals or doctors in your area
- The number of primary care doctors taking new patients
- How long it takes to make an appointment and see a doctor
- How easily you can access routine, urgent and emergency care

Cost

Before including them in our Marketplace plans, we often look at whether a doctor or hospital is affordable when compared to others.

Call us if you have questions

If you have questions about doctors, hospitals and other health care professionals in our plans, call our Member Services Department at the phone number on your ID card.