

# CareFirst BlueDental Plus

## Frequently Asked Questions



### How do I know if my dentist is in the CareFirst network?

Go online to [www.carefirst.com/acps](http://www.carefirst.com/acps) to find out if your dentist is in the BlueDental Plus network. You may also contact CareFirst at **1-888-755-2657**.

If your dentist does not participate in Blue DentalPlus network, they may contact CareFirst at **443-921-0676** to be included in the network.

### I am in the middle of a dental treatment that may go beyond June 30, 2017 (after MetLife is no longer the dental carrier for ACPS). How can I find out if my treatment is covered under CareFirst, the new dental carrier?

You may contact our dental customer service at **1-888-755-2657**.

### I have a CareFirst CVS Caremark ID card. Is this the same ID card for CareFirst Dental?

No, you will receive a separate dental ID card.

### Will I get a new ID card from CareFirst for both prescriptions and dental?

No. You will receive an ID card for dental. If you are not making any changes to your prescription drug program, you will not receive a new prescription ID card.

### When do I get my ID card?

Member ID cards are mailed to your home after you have enrolled in a plan. You will receive yours on or before July 1, 2017.

### What's a participating provider?

A dentist or specialist who is in our network and accepts CareFirst's reduced negotiated fees as payment in full. This means no balance billing for you, which lowers your out-of-pocket dental care costs.

### When can I see a non-participating provider?

You can visit any dentist, but your out-of-pocket expenses will be the highest with providers outside our network. You may have to pay the difference in cost between the dentist's fee and what your dental plan allows for those services.

For more information, call  
**1-888-755-2657** or visit  
[www.carefirst.com/acps](http://www.carefirst.com/acps).