



# Service That Dental Members Can Count On

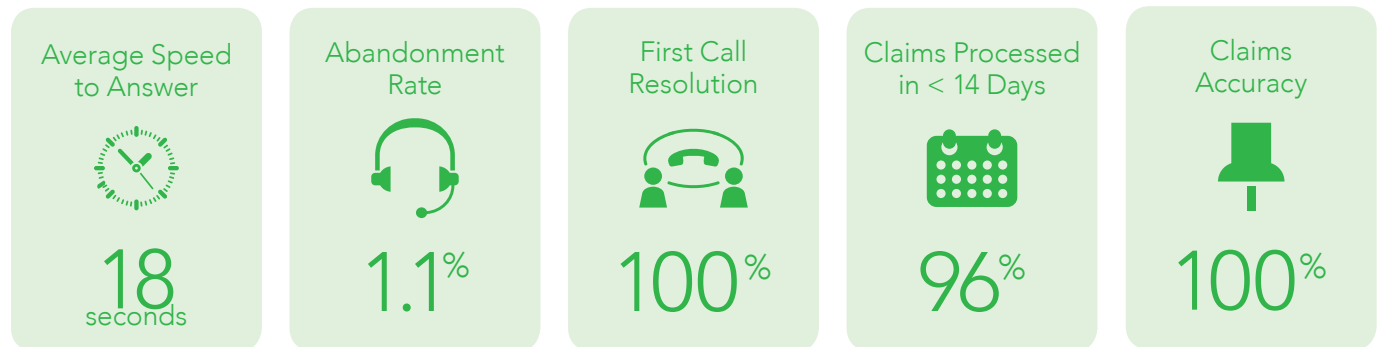
Our members expect excellent service. And that's exactly what they get. They also get 24/7 online access to their benefits, including their maximum rollover balance — all conveniently integrated with their Florida Blue health plan.

When members have questions or need help, our team is standing by to provide fast, accurate customer service. Members can even drop into one of the many Florida Blue centers throughout the state.

With service metrics like these, members can rest easy knowing that their claims are processed accurately and without hassle.



## Florida Blue Dental Service Metrics (2017 Averages)



## Industry Averages (NADP\*)



\*National Association of Dental Plans, Inc. "NADP/LIMRA 2016 U.S. Group Dental Contact Center Metrics," 2017.

Contact your Florida Blue representative or agent for more information, or visit [FloridaBlueDental.com/Employers](http://FloridaBlueDental.com/Employers).

Dental plans are offered by Florida Combined Life Insurance Company, Inc. (FCL), an affiliate of Florida Blue and an Independent Licensee of the Blue Cross and Blue Shield Association.

Florida Blue, Florida Blue HMO, Florida Blue Preferred HMO (collectively, "Florida Blue"), Florida Combined Life and the Blue Cross and Blue Shield Federal Employee Program® (FEP) comply with applicable Federal civil rights laws and do not discriminate on the basis of race, color, national origin, age, disability, or sex. We do not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-352-2583 (TTY: 1-877-955-8773). FEP: Llame al 1-800-333-2227.

ATANSYON: Si w pale Kreyòl ayisyen, ou ka resewva yon èd gratis nan lang pa w. Rele 1-800-352-2583 (pou moun ki pa tande byen: 1-800-955-8770). FEP: Rele 1-800-333-2227.