



April 15, 2016

Re: Identifying BlueMedicare Advantage Plan Members with Dental Benefits

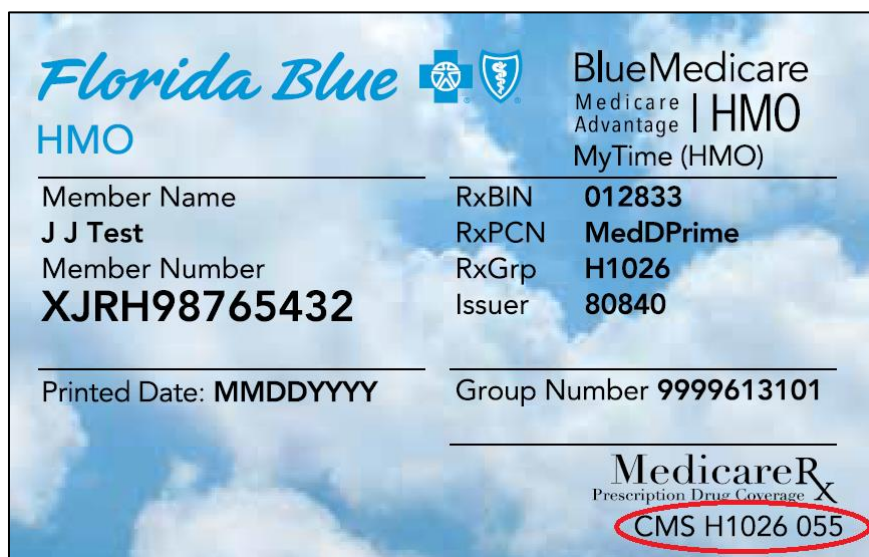
Florida Blue has recently received a number of member grievances regarding access to participating dental providers for covered dental care under their BlueMedicare Medicare Advantage plans. Many of our BlueMedicare Medicare Advantage plans include limited dental benefits for coverage of certain dental procedures. We are reaching out to you to assist in identifying these members so they can access the dental benefits available to them.

The following table lists the BlueMedicare Medicare Advantage plans, offered by Florida Blue and contracted through Florida Combined Life (FCL), that have dental benefits included.

Plan Name	Plan Number	Service Area - Counties
BlueMedicare HMO LifeTime (HMO)	H1026-001	Miami-Dade
BlueMedicare HMO LifeTime (HMO)	H1026-038	Palm Beach, Pinellas
BlueMedicare HMO LifeTime (HMO)	H1026-040	Alachua, Bay, Brevard, Broward, Charlotte, Citrus, Clay, Collier, Columbia, Duval, Escambia, Hernando, Highlands, Hillsborough, Indian River, Lake, Lee, Manatee, Marion, Martin, Nassau, Okaloosa, Orange, Osceola, Pasco, Polk, Santa Rosa, Sarasota, Seminole, St. Johns, St. Lucie, Sumter, Walton
BlueMedicare HMO MyTime (HMO)	H1026-055	Broward
BlueMedicare HMO MyTime (HMO)	H1026-056	Orange, Osceola, Seminole
BlueMedicare HMO MyTime (HMO)	H1026-057	Hernando, Hillsborough, Pasco, Polk
BlueMedicare HMO MyTime (HMO)	H1026-058	Palm Beach

Plan Name	Plan Number	Service Area - Counties
BlueMedicare PPO	H5434-002	Alachua, Baker, Bay, Bradford, Brevard, Broward, Charlotte, Citrus, Clay, Collier, Columbia, Duval, Escambia, Flagler, Hernando, Highlands, Hillsborough, Indian River, Lake, Lee, Leon, Manatee, Marion, Martin, Miami-Dade, Okaloosa, Orange, Osceola, Palm Beach, Pasco, Pinellas, Polk, Putnam, Santa Rosa, Sarasota, Seminole, St. Johns, St. Lucie, Sumter, Volusia, Walton
BlueMedicare Preferred HMO	H2758-002	Manatee, Sarasota
BlueMedicare Preferred HMO	H2758-004	Clay, Duval
BlueMedicare Preferred HMO-SNP	H2758-005	Manatee, Sarasota
BlueMedicare Preferred HMO (offered by Florida Health Care Plans)	H1035-012	Pinellas

Below is an example of a BlueMedicare member ID card. In the lower right corner of the ID card you will find the member's plan number. If the member's ID card contains one of the plan numbers shown in the above table, then that member has select dental benefits included on his/her plan. The reverse side of the ID card will also include a Dental Services member telephone number.



To verify a member's eligibility and dental benefits, you may call 1-866-445-5148, or log-in through Availity and enter the member number shown on the ID card.

Please note that we also offer a BlueMedicare Regional PPO plan (Plan Number R3332-001) that does not currently include dental benefits.

In addition, we also offer certain employer groups' retirees additional dental benefits under our BlueMedicare PPO (Employer PPO) plans, when selected by the employer. These members' ID cards will have Plan Numbers H5434-801 or H5434-802 on the front side of them. Because not all members with these products will have dental coverage, the plan number on the front of the ID card cannot serve for identification purposes. However, if the reverse side of the member's ID card includes a Dental Services member telephone number, then these members will also have coverage for select dental services. Below is a sample of how this would appear on the ID card. If the Dental Services member telephone number does not appear on the reverse of the member's ID card, then that member does not have the additional dental coverage.



At any time, you can verify eligibility and benefits through the telephone number or website mentioned above.

If you have any additional questions please contact a provider representative by emailing dentalproviderrelations@fdclife.com and someone will contact you.

We appreciate the service you provide to our members.