

**Blue Shield of California Life & Health Insurance Company
Endorsement to All Core D&P DINO CDI Plans**

This Endorsement should be attached to, and is made part of, your Policy issued by Blue Shield of California Life & Health Insurance Company. Please retain it for your records.

Effective **January 1, 2023**, your Certificate of Insurance (COI) is amended as described below.

1. The following **Timely Access to Dental Care Services** language has been updated.

Timely Access to Dental Care Services

Blue Shield Life provides the following guidelines for timely access to care from Dental Providers:

Service	Access to Care
Urgent Care	Within 72 hours
Non-urgent care	Within 30 business days
Preventive dental care	Within 40 business days
Telephone Inquiries	Access to Care
Access to a dental professional to evaluate the Insured's dental concerns and symptoms	Within 30 minutes, 24 hours/day 7 days/week

Note: For availability of interpreter services at the time of the Insured's appointment, contact the Insured Services department at the number shown in the "Customer Services" section of this booklet. More information for interpreter services is located in the Notice of the Availability of Language Assistance Services section of this COI.