

Blue Shield of California
Endorsement to All Small Group DHMO/DPPO Dental DMHC Plans

This Endorsement should be attached to, and is made part of, your Blue Shield of California Evidence of Coverage (EOC). Please retain it for your records.

Effective **January 1, 2023**, the EOC 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 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 Member'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 Member's appointment, contact customer service at the number shown in the "Dental Customer Service" section of this booklet. More information for interpreter services is located in the Notice of the Availability of Language Assistance Services section of this Evidence of Coverage.

2. The following **Accrual Balance** language has been updated.

Accrual Balance

You can check your accrual balances toward your Calendar Year Deductible and Maximum Calendar Year Benefit at any time by logging into your member portal online, which is updated daily, or calling Customer Service at the number on the back of your ID card. Your accrual balance information is updated once a claim is received and processed and may not reflect recent services. Your accrual balances will also be included on the explanation of Benefits you receive once a claim has been received and processed.