



Medicare Supplement Plan – January 2025 Dental and Specialty Duo Plan Changes Frequently Asked Questions October 2024

THIS DOCUMENT IS TO BE USED AS A TOOL ONLY TO VERBALLY ANSWER QUESTIONS FROM PROSPECTIVE ENROLLEES OR CURRENT MEMBERS. THIS DOCUMENT CANNOT BE GIVEN TO EITHER PROSPECTIVE ENROLLEES OR CURRENT MEMBERS.

1. What Specialty plan options are available for Medicare Supplement members to purchase?

There are two Specialty plan options available for purchase:

- Dental PPO 1000
- Dental PPO 1500

2. What is new for 2025 for Dental?

The dental plans will not have any new benefit changes in 2025.

3. Are members automatically enrolled into one of the Specialty plans that Blue Shield offers for Medicare Supplement members?

No, Specialty plans are optional add-ons to a Medicare Supplement plan. Members who would like to enroll in one of the Specialty plans will need to review the information available for these plans, then complete and submit their enrollment form. Members can contact their broker for assistance or enroll online.

4. When can a new Blue Shield Medicare Supplement member enroll in a Specialty plan?

New members can enroll at the same time they apply for their Medicare Supplement plan or anytime during the year.

5. When can a switch be made to another Specialty plan?

A member can switch Specialty plans any time during the year. Please keep in mind that the Dental PPO 1000 has a six-month waiting period for major dental services and the Dental PPO 1500 plan has a 12-month waiting period, so switching plans could potentially extend the benefit waiting period for members depending on how long they have been enrolled in the original plan.

6. What services does the benefit waiting period apply to?

Waiting periods apply to major dental services such as root canals, crowns, bridges, implants, and dentures as well as certain procedures for Endodontics, Periodontics, Oral Surgery, Crowns and Cast Restorations, and Prosthodontics (bridges and dentures). There is no waiting period for Diagnostic, Preventive, and Minor Restorative services.

7. How does the benefit waiting period work when switching plans?

- Switching from Dental PPO 1000 to Dental PPO 1500: a 12-month waiting period must be satisfied before major dental benefit services can be covered.
- Switching from Dental PPO 1500 or Specialty Duo to Dental PPO 1000: a six month of the waiting period must be satisfied before dental services will be covered.

8. Who can the members contact with a premium billing question?

Blue Shield's Medicare Customer Services department can assist members with all premium billing questions. The Medicare Customer Services toll-free number is located on the member's Blue Shield ID card. Blue Shield of California Customer Service department representatives are available at **(800) 248-2341, TTY: 711**, 8:00 a.m. to 8:00 p.m., 7 days a week.

9. Where can members look-up a dental and vision provider?

The most up-to-date list of network dental and vision providers is on the Blue Shield of California website at blueshieldca.com/find-a-doctor.

10. Do members enrolled in dental plans need to choose a network dentist?

Dental plan members are not required to select a network dentist to receive services. The member can seek services from any network or non-network dentist but using a participating dentist will cost less when receiving non-preventive services.

11. Will members receive a Dental ID card if enrolled in one of these Specialty plans? Yes, if the member has not received a Dental ID card, the member should call Customer Service at (800) 248-2341.

12. Our vision partner VSP is changing their TDD/TTY number for our hearing-impaired members.

VSP® Vision Care's TDD/TTY* number 800.428.4833 will be retired on 1/1/2025. The new number is already operational and working. Hearing impaired members should dial **711** and request that the Relay Operator contact VSP Member Services department at **855.492.9028**.