

**We have created this document to help answer some of the more frequently asked questions about your County of Orange Management and Attorney Dental plan. Please review the questions and answers carefully for a better understanding of your plan.**

**If you still have questions about your Dental plan please contact Customer Services toll-free at 1-877-403-2273.**

### **How can I locate a Dental PPO Provider?**

You can go online to [www.blueshieldca/oc](http://www.blueshieldca/oc) and click on the Management and Attorney Benefits plans click on the *Find a Dental PPO Provider* link for our easy, one-stop-shop dentist locator feature. You can also call Customer Service toll-free at 1-877-403-2273. By using a network dentist, your out-of-pocket costs can be much lower and you can make your annual maximum benefit stretch further.

### **How do I find out what type of services and/or expenses are covered under my plan?**

You can go online to [www.blueshieldca/oc](http://www.blueshieldca/oc) and click on the Management and Attorney Benefits tab. You can download the Dental Plan Document. You can also call Member Services toll-free at 1-877-403-2273.

### **Where can I obtain a Dental claim form?**

You can go online to [www.blueshieldca/oc](http://www.blueshieldca/oc) and click on the Management and Attorney Benefits tab. You can download the Dental Claim Form. You can also call Member Services toll-free at 1-877-403-2273.

### **Where do I submit my dental claims to?**

Blue Shield of California  
P O Box 272590  
Chico, Ca 95927-2590

### **What do I do if I lose my Dental plan ID card?**

If you lose your ID card or need to order an additional card, simply call Customer Services toll-free at 1-877-403-2273 and request one.

Please note: Active County employees who have recently experienced a change of address will need to report any address change to their HR or Payroll department.

### **What do I do if I have more questions?**

The Dental Customer Service number is 1-877-403-2273, and helpful representatives will be available from 5:00 am to 8:00 pm, Monday through Friday, Pacific Time, except holidays.