Emergency dental care for the world traveler

Whether you’re on a vacation or just working abroad, the last thing you need to worry about is where to go for emergency dental care. With dental coverage from Anthem Blue Cross and Blue Shield (Anthem), you don’t have to worry.

As an Anthem dental member, you and your family have access to the International Emergency Dental Program. Anthem offers you this program through DeCare Dental.* With this program, you may get emergency dental care from our list of credentialed, English-speaking dentists while traveling or working abroad. Program services are listed on the wallet card below.

Here’s how it works

If you need emergency dental care while traveling abroad, call us right away. (The attached card gives details on how to make that call.) Our English-speaking Customer Service reps can help you find a dentist. And they can even help with translation services when you call the dentist’s office.

Visit our website for a list of participating dentists

For a list of participating dentists, visit decare.com. Under the drop-down menu on the left, choose DeCare Dental Products, then International Dental Program. From there you can check our list of participating dentists in the International Emergency Dental Program section.

Payment for care

Please pay the dentist and ask for a receipt. Then, print a claim form from our website at decare.com and send the filled out form with the receipt to the address listed on the claim form. Claims are paid to members in U.S. funds. Please note that emergency dental care received from a dentist in this program is paid back in full and is not part of your yearly plan limit.

Your claim will be paid at an out-of-network level if you:

- Get emergency dental care out of the country from a dentist who is not in this program.
- Get dental care that is not an emergency from any dentist outside of the U.S.

Emergency dental care is offered 24 hours a day, 365 days a year

For easy access to the International Emergency Dental Program cut out the card below, fold it in half and carry it with you while you travel outside of the U.S.

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* DeCare Dental is an independent company offering dental administrative services to Anthem Blue Cross and Blue Shield plans. The International Emergency Dental Program is administered by DeCare Dental. No such relationship other than that of independent parties under an arrangement with each other solely for the purposes of providing dental care to Anthem Blue Cross and Blue Shield members may be deemed to exist between DeCare Dental and participating dentists. Anthem Blue Cross and Blue Shield is the trade name of: In Colorado: Rocky Mountain Hospital and Medical Service, Inc. HMO products underwritten by HMO Colorado, Inc. In Connecticut: Anthem Health Plans, Inc. In Indiana: Anthem Insurance Companies, Inc. In Kentucky: Anthem Health Plans of Kentucky, Inc. In Maine: Anthem Health Plans of Maine, Inc. In Missouri (excluding 30 counties in the Kansas City area): RightCHOICE® Managed Care, Inc. (RIT), Healthy Alliance® Life Insurance Company (HALIC), and HMO Missouri, Inc. RIT and certain affiliates administer non-HMO benefits underwritten by HALIC and HMO benefits underwritten by HMO Missouri, Inc. RIT and certain affiliates only provide administrative services for self-funded plans and do not underwrite benefits. In Nevada: Rocky Mountain Hospital and Medical Service, Inc. HMO products underwritten by HMO Colorado, Inc., dba HMO Nevada. In New Hampshire: Anthem Health Plans of New Hampshire, Inc. HMO plans are administered by Anthem Health Plans of New Hampshire, Inc. and underwritten by Matthew Thornton Health Plan, Inc. In Ohio: Community Insurance Company. In Virginia: Anthem Health Plans of Virginia, Inc. trades as Anthem Blue Cross and Blue Shield in Virginia, and its service area is all of Virginia except for the City of Fairfax, the Town of Vienna, and the area east of State Route 123. In Wisconsin: Blue Cross Blue Shield of Wisconsin (BCBSWI), which underwrites or administers the PPO and indemnity policies; Comparecare Health Services Insurance Corporation (Comparecare), which underwrites or administers the HMO policies; and Comparecare and BCBSWI collectively, which underwrite or administer the POS policies. Independent licensees of the Blue Cross and Blue Shield Association. ANTHEM is a registered trademark of Anthem Insurance Companies, Inc. The Blue Cross and Blue Shield names and symbols are registered marks of the Blue Cross and Blue Shield Association.

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How to find a dentist in the country you are visiting

Please note: This number is NOT toll-free. If you are using an international calling card, please follow the steps on the card first.

Step 1: If you are in a hotel, office building or other place where you need to first press a number to make a call, do this first.
Step 2: Then press the outbound calling code for the country you are calling from.

(For instance, Switzerland is 00) plus 353-94-9372257

(if calling from Ireland, press 0-94-9372257 (24 hours a day)

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Claim questions only (in the U.S.) 1-800-371-6561

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Dental injuries or trauma include:

- Fracture of the upper or lower jaw bone (alveolar process)
- Enamel fracture
- Root fracture
- Root fracture
- Fracture of the upper or lower jaw bone (alveolar process)

These are not emergency care services:

- Routine exams
- Preventive dental services such as:
  - Dental cleanings
  - Filling fluoride or sealants on teeth
  - Keeping the space for an adult tooth open if the baby tooth has been lost too early (space maintenance)
- Basic or major restorative dental services when there is no pain, trauma, or short-term infection
- Periodontics (treatment and preventing gum disease)
- Periodontics (use of bridges and dentures to replace missing teeth)
- Implants
- Orthodontics (use of braces to change the spacing between teeth)