

Anthem Blue Cross and Blue Shield



Purpose of This Document

We post a Company Profile for each Colorado Stand Alone Dental Plan (SADP) selling dental insurance on Connect for Health Colorado. It will give you information about the dental network and unique product offerings and programs so you can compare dental plans while you shop for insurance coverage.

Company Summary

Anthem and its affiliates serve approximately 16,000 Colorado members in dental programs statewide. Their commitment to providing exceptional customer service to their members is unwavering. With more than 47 years of dental benefits administration experience and over 800 dental Anthem team members, consumers can be confident that Anthem can deliver best-in-class dental programs.

With a long history of providing health and dental plans to their members, Anthem’s strength and stability in the dental market offer members a wide network of dentists and locations for our dental preferred provider organization (PPO) plans.



Company Statistics

Founded In: 1938

Website: www.Anthem.com

Coverage Area: 44 out of 64 counties with participating dental providers

Coverage area shows the area where a health insurance plan accepts members.

Colorado Membership (2020 Membership):

Individual Members: 16,006



Company at a Glance

As one of the nation’s leading health benefits companies, Anthem Blue Cross and Blue Shield is dedicated to delivering better access to care for our members and helping improve the health of our communities. Anthem, Inc. offers specialty products including behavioral health, life, disability, dental and vision.

Network Summary

Anthem Blue Cross and Blue Shield provides network options that offer a range of dentists and dental specialists across the state, including general dentists, pediatric dentists, endodontists, oral maxillofacial surgeons, periodontists, and orthodontists. Their dental network includes 1,259 general dentists and 444 specialists.

Dental Company Profile



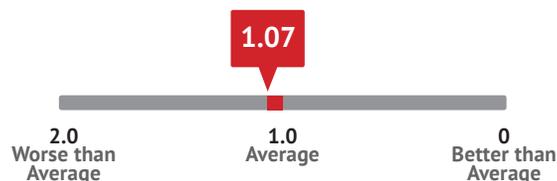
Confirmed Complaints

Confirmed Complaints: 31

People complain to the Colorado Division of Insurance (DOI) about things like claims handling, cancellation of a policy or a premium refund. In a “confirmed complaint,” the DOI decided the insurance company did not follow the state insurance law or regulation, a federal requirement, or the terms and conditions of an insurance policy or certificate they sold. Confirmed complaints come from people in all group sizes, not just individual plans like those available at Connect for Health Colorado. **NOTE: Anthem Blue Cross and Blue Shield Dental confirmed complaint number includes Anthem medical plan complaints.**



Consumer Complaint Index



The complaint index shows how often people complain about their health insurance company compared to other companies. These numbers are adjusted for the size of the company and how many policy holders it has in Colorado. A company's total number of complaints divided by its total premium income for a specific insurance product is the complaint index. The average is 1.0. An index greater than 1.0 means more people complained about **Anthem Blue Cross and Blue Shield** than other companies.

Source: 2020 Colorado DORA Division of Insurance Online Complaint Report



Unique Offerings and Programs

The Sydney Health app makes it easier for members to navigate their health care experience. Members can quickly find what they need through an interactive chat feature and one-step access to Member Services. Once registered on the Sydney Health app, members can check benefit information and claim details, compare costs for dental services, search for in-network providers within their plan, and access and use their digital ID card.

Members can also visit www.Anthem.com/CO, designed with the same focus on easier access and personalization as Sydney Health.

User-friendly digital tools on our website include:

- Dental Cost Estimator for common dental procedure estimates and treatments
- Dental Health Assessment to understand their dental care needs and costs before receiving care
- Ask a Hygienist online tool allows members to email questions to licensed dental professionals and receive quick, private, and personalized advice at no extra cost

Anthem Whole Health Connection® is our program that links Anthem medical and dental plans together. It gives doctors a more complete picture of members' health, including exam findings, prescription medications taken, and lab tests results. This helps members receive more complete care, and can lead to a better care experience.

Additional Detail

You can search, compare and assess providers, and other health care facilities using these tools:
www.ConnectForHealthCo.com/resources/find-right-plan/dental-options



Awards and Recognition

Anthem is proud to list the awards and recognition we have received for our programs and practices in Corporate Responsibility, Inclusion & Diversity, and Health & Wellness.

- America's Most JUST Companies, JUST Capital/*Forbes*, 2018–2020
- Blockchain 50, *Forbes*, 2020
- COVID-19 Corporate Leadership List, *Forbes*/JUST Capital, 2020
- Dow Jones Sustainability Index, S&P SAM, 2018–2020
- FTSE4Good Index, FTSE Russell, 2019–2020
- Leadership Partner, Feeding America, 2019-2020
- Top 100 U.S. Companies Supporting Healthy Communities and Families, JUST Capital, 2019
- World's Most Admired Companies – Industry Ranking, *Fortune*, 2019–2020
- America's Best Employers for Diversity, *Forbes*, 2018–2020
- Best Employers for Women, *Forbes*, 2019–2020
- Best Companies for Multicultural Women, Working Mother Research Institute, 2019–2020
- Best of the Best Corporations for Inclusion, National Business Inclusion (NBIC), 2020
- Best Places to Work for LGBTQ Equality, Corporate Equality Index Human Rights Campaign, 2015–2020
- Corporate Inclusion Index, Hispanic Association on Corporate Responsibility, 2011–2020
- Disability Equality Index Best Places to Work, Disability: IN & American Association of People with Disabilities



In The Community

In 2020:

- The Anthem Blue Cross and Blue Shield Foundation and Colorado associates provided \$539,000 in Foundation grants, \$130,000 in community sponsorships, and donated 3,590 volunteer hours.
- We also support 202 nonprofits across the state, connected more than 28,000 Coloradans to mental health resources, prepared and delivered 184,000 medically-tailored meals to 1,200 Coloradans managing chronic illness, and gave more than \$200,000 in grants directed to 12 food-related organizations.
- Though LiveWell, our efforts increased consumption of healthy foods among 100,000 low-income residents in 20 counties.
- Enrolled 522 pregnant women in programs that support healthy birth outcomes for moms and babies.
- \$990,000 in Colorado community activities plus another \$965,000 in COVID-specific activities addressing food requirements, education/technology, frontline and clinical worker support, PPE/medical supplies, isolation/domestic abuse/child abuse, and human services/basic needs.