

COMPANY PROFILE

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 Blue Cross and Blue Shield serves over 23,000 Coloradans through our statewide dental coverage, offering every member our unwavering commitment with access to quality dentists and exceptional customer service. With more than 50 years of offering dental benefits, you can be confident that we deliver best-in-class dental coverage and member support.

Company Statistics

Founded In: 1938

Website: www.Anthem.com

Coverage Area: 42 out of 64 counties with participating dental providers

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

Colorado Membership (2023 Membership):

Individual Members: 23,045

Company at a Glance

As one of the nation's largest health benefits companies, Anthem Blue Cross and Blue Shield offers industry-leading healthcare solutions that give you access to more affordable care, enhanced partnerships with care providers in the community, and highly personalized digital experiences.

Network Summary

Anthem 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. Our network includes 1,281 general dentists and 461 specialists.

Dental Company Profile

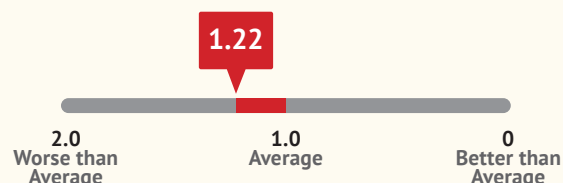


Confirmed Complaints

Confirmed Complaints: 44

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: 2021 Colorado DORA Division of Insurance Online Complaint Report

Unique Offerings and Programs

Anthem Whole Health Connection® links Anthem medical and dental plans, giving doctors a more complete picture of your health, including exam findings, prescription drugs taken, and lab test results. This helps you receive more complete care, which can lead to a better care experience.

Through our Sydney HealthSM mobile app helps you:

- Find nearby dentists in your network and add them to your My Care Team for easier access.
- Use *Ask a Hygienist* for questions to licensed dental professionals and receive quick, private, and personalized advice at no extra cost.
- Access board-licensed dentists through TeleDentists® virtual consultations.
- Find estimates for common dental procedures with our Dental Cost Estimator.
- Understand your dental health needs through our Dental Health Assessment.
- Easily check your dental benefits, deductibles, and copays.
- Get answers to your questions in real time with our interactive chat feature.
- Receive personalized care reminders and tips.
- View and use digital member ID cards.

Additional Detail

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

Dental Company Profile



Awards and Recognition

Anthem is honored by and proud of the awards and recognitions we have received for our programs and practices in corporate responsibility, inclusion and diversity, and health and wellness.

- Dow Jones Sustainability Index, S&P SAM, 2018 – 2023
- America's Most JUST Companies, JUST Capital/*Forbes*, 2018 – 2022
- Top 100 U.S. Companies Supporting Healthy Communities & Families, JUST Capital, 2019 – 2022
- Companies that Care®, *People Magazine*, 2021
- Civic 50, Points of Light, 2021 – 2023
- Gender Equality Index, Bloomberg, 2020 – 2023
- World's Most Admired Companies, *Fortune*, 2019 – 2023
- Modern Board 25, *Fortune*, 2021 – 2023
- 100 Best Companies to Work For, *Fortune*, 2021 – 2023
- FTSE4Good Index, FTSE Russell, 2019 – 2022

In The Community

In 2022, Anthem Blue Cross and Blue Shield committed \$679,500 to active community investments in Colorado, including 4,473 volunteer hours. We are proud to be a partner of Feeding Leadership America and to have been recognized as one of The Civic 50 most community-minded companies in America. As leaders in corporate social responsibility, our local impact:

- Championed multiple health equity initiatives, including \$50,000 for maternal health, \$108,000 for food insecurity, \$176,00 for substance use disorder, and \$44,000 for disaster relief.
- Provided over 489,000 meals to individuals and their families.
- Gave \$349,000 to 334 charities supported by 185 associates.