

GRID AT A GLANCE



You can use the information in this newsletter in communications to your internal teams, sales force members, prospects and customers. Any communication materials developed should have your legal and branding counsel review prior to distribution. **GRID Dental Corporation (GDC) is an independent company that provides network access to members of participating Blue Cross and Blue Shield plans; GDC is not a Blue-branded organization.**

Sales and Marketing Corner: GRID Messaging DOs and DON'Ts

Below we've listed some guidelines for how each GRID plan can reference the GRID.

What we can't do:

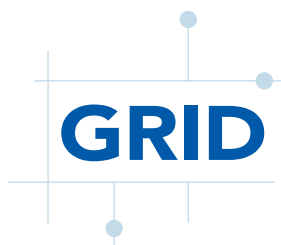
- The GRID Dental Corporation is an unlicensed company, and we cannot imply that Blue plans are affiliated with GRID Dental Corporation.
- We cannot refer to GRID networks as "our" networks
- We cannot describe the GRID as being developed by Blue Plans.
- Talk about how the GRID is in all 50 states, without explaining how we fill the "gaps" in states where the local Blue plan is not participating.

What we can do:

- Say members of participating Blue plans have exclusive access to the national Dental GRID.

What we must do:

- Say members have access to the national Dental GRID networks.
- Say the GRID links dental networks, including the dental networks of many of the nation's Blue plans.
- Say the GRID Dental Corporation coordinates access to networks wherever local Blue plans do not participate.



DOs and DON'Ts (cont.)

- Include a disclaimer* stating that the GRID Dental Corporation is a separate company that provides access to dental networks and services on behalf of participating plans (or Plan name). Because the GRID is considered a support company under BCBSA brand rules, we must **always** include the disclaimer.
- Support company logos need to be 2/3 the size of the Blue logo.

What does the GRID do?

- Compiles information on negotiated dental fees from participating dentists
- Maintains regularly updated fee tables
- Provides access to:
 - Local Blue plan networks
 - Networks in states where there are no participating Blue plans
 - Other networks to supplement as necessary

Sample brochure copy:

Dental Prime and Dental Complete members have access to one of the nation's largest dental networks through the national Dental GRID*. The national Dental GRID links dental networks, including the dental networks of many of the nation's Blue plans, and includes dentists in all 50 states – so your employees can find a dentist wherever they live or visit.

Dental Prime members have access to the GRID network, a deep-discount network (for the best savings) with more than XX,000 unique dentists (more than XX,000 access points) in California. This network has more than XX,000 unique providers nationwide.

Dental Complete members have access to the GRID+ network, a broad network (for the most access) with more than XX,000 unique dentists (more than XX,000 access points) in California. This network has more than XXX,000 unique providers nationwide.

* The national Dental GRID is managed by the GRID Dental Corporation (GDC), a separate company that provides access to dental networks and services on behalf of Anthem Blue Cross Life and Health Insurance Company.

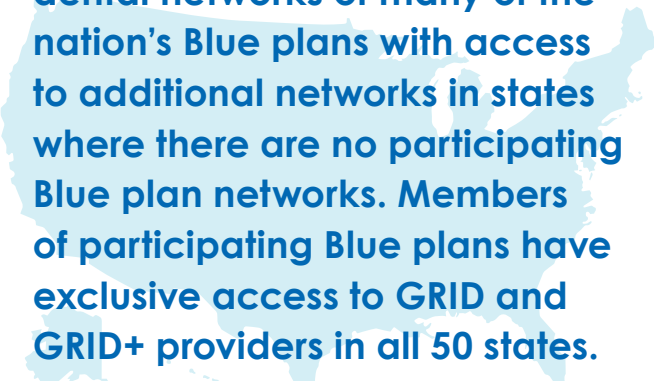
Talking Points for Reference

[Anthem Blue Cross and other] [P]participating Blue plans have exclusive access to the national Dental GRID, one of the country's leading national dental networks, administered by the GRID Dental Corporation (GDC).

The GDC manages the national Dental GRID, which links the dental networks of many of the nation's Blue plans. With access to additional networks in states where there are no participating Blue plan networks.

The GRID offers customers a hassle-free opportunity to access more network dentists and discounts across the country.

[The national Dental GRID is available for members of our Dental Prime and Complete plans. They are currently available on a fully-insured basis or can be sold on an ASO basis.]



The national Dental GRID links the dental networks of many of the nation's Blue plans with access to additional networks in states where there are no participating Blue plan networks. Members of participating Blue plans have exclusive access to GRID and GRID+ providers in all 50 states. The GDC coordinates access to networks wherever local Blue plans don't participate.*

* The national Dental GRID is managed by the GRID Dental Corporation (GDC), a separate company that provides access to dental networks and services on behalf of Anthem Blue Cross Life and Health Insurance Company.

Claims Corner: Accurate Billing and ADA Claim Form

This is a good time to remind contracted providers to:

- Use the most current version of the ADA claim form.
- Accurately bill using the correct fields for Type 1 and Type 2 NPI including TIN.
- Promote electronic billing vs. paper claims.

See below for a sample article that Plans can send to providers.

Avoid claims rejected for NPI-Tax ID mismatch

Many payors will deny paper and electronic dental claims submitted without the correct NPI (Type 1 and 2) and Tax ID numbers in their appropriate boxes.

How to bill correctly

If you are an individual or sole proprietor	If you are a group practice
List your: • Type 1 NPI in box 49 • Individual Tax ID in box 51 • Type 1 NPI in box 54	List: • Your Type 2 NPI in box 49 • Your organization's Tax ID in box 51 • The treating provider's individual Type 1 NPI in box 54. Note: Group practices include dentists contracted as a PC (Private Corporation), LLC (Limited License Corporation), Inc. (Incorporated), PLLC (Private Limited License Corporation), or another organizational entity.

If you submit paper claims, electronic claim submission helps by:

- Improving your claim payment
- Reducing claim errors
- Increasing productivity and efficiency
- Saving 50 to 70 percent of time spent on billing

If you must submit a paper claim, you are required to use the most current ADA claim form.

BILLING DENTIST OR DENTAL ENTITY (Leave blank if dentist or dental entity is not submitting claim on behalf of the patient or insured/subscriber.)			TREATING DENTIST AND TREATMENT LOCATION INFORMATION	
48. Name, Address, City, State, Zip Code			53. I hereby certify that the procedures as indicated by date are in progress (for procedures that require multiple visits) or have been completed.	
49. NPI			54. NPI	
50. License Number			55. License Number	
51. SSN or TIN			56. Address, City, State, Zip Code	
52. Phone Number () -			57. Phone Number () -	
52a. Additional Provider ID			58. Additional Provider ID	
Box 49: • Individuals and sole proprietors: List the Type 1 NPI • Dentists contracted as a PC (private corporation), LLC (Limited License Corp), Inc. (Incorporated), or another organizational entity: List the Type 2 NPI			Box 54: • All providers: List the Type 1 NPI	

If you need to make any changes to your NPIs, please be sure to:

- 1 Update your billing software with correct NPI/TIN.
- 2 Contact your clearinghouse to ensure they have the correct information.

Frequently Asked Questions

1 What is the difference between the GRID and GRID+ networks?

If your plan offers a single network, participants will use the GRID+ network.

If your plan offers two networks, participants have access to the following networks:

- GRID is the deep-discount network, with 96,085 unique dentists and 346,419 access points nationwide, and average discounts of 35-40%. (DenteMax only supports the GRID+ network so GRID network totals are not impacted.)
- GRID+ is the broad-access network, with 117,056 unique dentists (113,446 for plans using DenteMax) and 391,856 access points nationwide (487,744 for plans using DenteMax), and average discounts of 30-35%.

Please note that we often speak of “the GRID” in general terms. This general usage is not intended to mean only the “GRID” network but is used to describe the Dental GRID structure and characteristics overall.

2 The GRID has dentists in all 50 states. How does it work?

The GRID Dental Corporation (GDC) manages the national Dental GRID, which links the dental networks of many of the nation's Blue plans with access to additional networks in states where there are no participating Blue

plan networks. Members of participating Blue plans have seamless access to GRID and GRID+ providers in all 50 states.

3 Who issues ID cards? What information will be listed on the ID cards?

Because each plan owns its own customer relationships, the home plan will issue its own ID cards for its customers. (For example, Blue Cross and Blue Shield of Kentucky would be the home plan for a group based in Kentucky—no matter where the member lives—and would issue ID cards for the group's members.)

Either GRID or GRID+ may appear on the back of the ID card, along with the customer service phone number of the Blue home plan. This is to ensure the member and dentists across the country recognize members from participating Blue plans, and so that the member and provider know to call the home plan for member service.

4 Who pays the claims if my company is based in another state?

Each plan serves its own customers, thus the home plan pays claims for its members, no matter where the member resides. The home plan accesses the GRID database to determine the correct in-network provider fee level for claim payment.



Network Corner: Hierarchy of Plans

Are you wondering which plans are considered the home plan in each state? Be sure to consult the chart below to determine the home plans and default plans for your state. A state that has two different Plans that are considered Home Plan 1 in their respected service areas are listed in the order in which they joined the GRID.

State Tiers

Alabama	
Home Plan 1	UniCare
Home Plan 2	
Default 1	DeCare
Default 2	DenteMax

Colorado	
Home Plan 1	BCBS CO
Home Plan 2	
Default 1	DeCare
Default 2	DenteMax

Georgia	
Home Plan 1	BCBS GA
Home Plan 2	
Default 1	DeCare
Default 2	DenteMax

Alaska	
Home Plan 1	DeCare
Home Plan 2	
Default 1	UniCare
Default 2	DenteMax

Connecticut	
Home Plan 1	BCBS CT
Home Plan 2	
Default 1	DeCare
Default 2	DenteMax

Hawaii	
Home Plan 1	BCBS HI
Home Plan 2	
Default 1	UniCare
Default 2	DeCare
Default 3	DenteMax

Arizona	
Home Plan 1	BCBS AZ
Home Plan 2	
Default 1	UniCare
Default 2	DeCare
Default 3	DenteMax

D.C.	
Home Plan 1	CareFirst
Home Plan 2	
Default 1	UniCare
Default 2	DeCare
Default 3	DenteMax

Idaho	
Home Plan 1	BC ID
Home Plan 2	
Default 1	UniCare
Default 2	DeCare
Default 3	DenteMax

Arkansas	
Home Plan 1	BCBS AR
Home Plan 2	
Default 1	UniCare
Default 2	DeCare
Default 3	DenteMax

Delaware	
Home Plan 1	Dominion
Home Plan 2	
Default 1	UniCare
Default 2	DeCare
Default 3	DenteMax

Illinois	
Home Plan 1	HCSC
Home Plan 2	
Default 1	UniCare
Default 2	DeCare
Default 3	DenteMax

California	
Home Plan 1	BC CA
Home Plan 2	
Default 1	DeCare
Default 2	DenteMax

Florida	
Home Plan 1	BCBS FL
Home Plan 2	
Default 1	UniCare
Default 2	DeCare
Default 3	DenteMax

Indiana	
Home Plan 1	BCBS IN
Home Plan 2	
Default 1	DeCare
Default 2	DenteMax

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State Tiers (cont.)

Maryland	
Home Plan 1	CareFirst
Home Plan 2	
Default 1	UniCare
Default 2	DeCare
Default 3	DenteMax

Massachusetts	
Home Plan 1	BCBS MA
Home Plan 2	
Default 1	UniCare
Default 2	DeCare
Default 3	

Michigan	
Home Plan 1	UniCare
Home Plan 2	
Default 1	DeCare
Default 2	DenteMax

Minnesota	
Home Plan 1	DeCare
Home Plan 2	
Default 1	UniCare
Default 2	DenteMax

Mississippi	
Home Plan 1	UniCare
Home Plan 2	
Default 1	DeCare
Default 2	DenteMax

Missouri	
Home Plan 1	BCBS MO*
Home Plan 2	BCBS KC*
Default 1	UniCare
Default 2	DeCare
Default 3	DenteMax

Montana	
Home Plan 1	HCSC
Home Plan 2	
Default 1	DeCare
Default 2	UniCare
Default 3	

Nebraska	
Home Plan 1	BCBS NE
Home Plan 2	
Default 1	UniCare
Default 2	DeCare
Default 3	DenteMax

Nevada	
Home Plan 1	BCBS NV
Home Plan 2	
Default 1	DeCare
Default 2	DenteMax

New Hampshire	
Home Plan 1	BCBS NH
Home Plan 2	
Default 1	DeCare
Default 2	DenteMax

New Jersey	
Home Plan 1	Horizon
Home Plan 2	
Default 1	UniCare
Default 2	DeCare
Default 3	DenteMax

New Mexico	
Home Plan 1	HCSC
Home Plan 2	
Default 1	UniCare
Default 2	DeCare
Default 3	DenteMax

New York	
Home Plan 1	Empire*
Home Plan 2	Excellus*
Default 1	UniCare
Default 2	DeCare
Default 3	DenteMax

North Carolina	
Home Plan 1	BCBS NC
Home Plan 2	
Default 1	UniCare
Default 2	DeCare
Default 3	DenteMax

North Dakota	
Home Plan 1	UniCare
Home Plan 2	
Default 1	DeCare
Default 2	DenteMax
Default 3	

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State Tiers (cont.)

South Carolina	
Home Plan 1	BCBS SC
Home Plan 2	
Default 1	UniCare
Default 2	DeCare
Default 3	DenteMax

Vermont	
Home Plan 1	CBA Blue
Home Plan 2	
Default 1	UniCare
Default 2	DeCare
Default 3	DenteMax

Wyoming	
Home Plan 1	BCBS WY
Home Plan 2	
Default 1	UniCare
Default 2	DeCare
Default 3	DenteMax

South Dakota	
Home Plan 1	UniCare
Home Plan 2	
Default 1	DeCare
Default 2	DenteMax

Virginia	
Home Plan 1	BCBS VA
Home Plan 2	CareFirst
Default 1	DeCare
Default 2	DenteMax

Tennessee	
Home Plan 1	BCBS TN
Home Plan 2	
Default 1	UniCare
Default 2	DeCare
Default 3	DenteMax

Washington	
Home Plan 1	UniCare
Home Plan 2	
Default 1	DeCare
Default 2	DenteMax

Texas	
Home Plan 1	HCSC
Home Plan 2	
Default 1	UniCare
Default 2	DeCare
Default 3	DenteMax

West Virginia	
Home Plan 1	UniCare
Home Plan 2	
Default 1	DeCare
Default 2	DenteMax

Utah	
Home Plan 1	UniCare
Home Plan 2	
Default 1	DeCare
Default 2	DenteMax

Wisconsin	
Home Plan 1	BCBS WI
Home Plan 2	
Default 1	DeCare
Default 2	DenteMax
Default 2	DenteMax

Network Numbers

As of May 31, 2021, the national Dental GRID now includes 117,056 unique dentists without DenteMax or 131,446 for Plans that choose to add DenteMax. GRID+ has 391,856 access points without DenteMax and 487,744 with DenteMax.

For your convenience, charts are included with state-by-state dentist counts. These counts will generally exceed the number of dentists in your state's Blue network alone, because additional Blue-owned networks such as the DeCare Dental Network and the UniCare network are seamlessly included.

The GRID networks are exclusively for members of participating Blue Cross and Blue Shield plans, giving our customers access to a seamless network solution encompassing all 50 states. Even better, there are no access fees between plans – creating a more competitive solution in the marketplace.

GRID and GRID+ unique dentists and access points as of May 31, 2021.

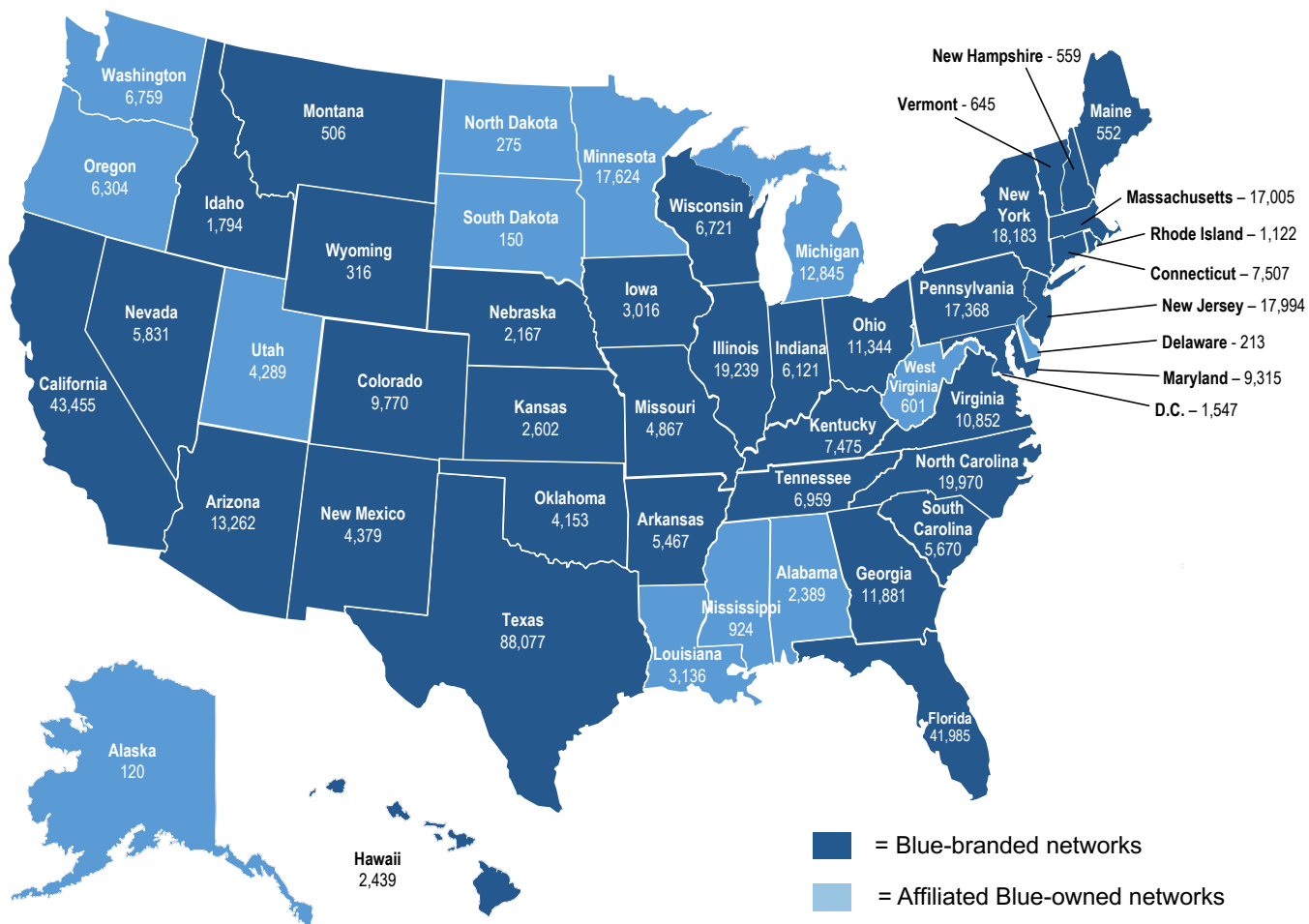
STATE	Access Points with DenteMax		Access Points without DenteMax		Unique Providers with DenteMax		Unique Providers without DenteMax	
	GRID	GRID+	GRID	GRID+	GRID	GRID+	GRID	GRID+
AK	92	120	92	108	74	96	74	88
AL	1110	2389	1110	1522	348	899	348	586
AR	5175	5467	5175	5212	1333	1359	1333	1345
AZ	9108	13262	9108	9658	2632	3361	2632	2900
CA	30801	43455	30801	34158	10821	14912	10821	13601
CO	4161	9770	4161	5047	1699	2726	1699	2368
CT	5317	7507	5317	6099	1858	2419	1858	2311
DC	1356	1547	1356	1413	547	626	547	590
DE	148	213	148	163	83	112	83	96
FL	27209	41985	27209	30524	6223	8128	6223	6938
GA	6551	11881	6551	9285	1786	2612	1786	2286
HI	1794	2439	1794	1830	883	904	883	893
IA	1390	3016	1390	2861	715	1652	715	1614
ID	1486	1794	1486	1527	893	968	893	927
IL	15682	19239	15682	17203	4794	5624	4794	5412
IN	4121	6121	4121	5505	1652	2416	1652	2347
KS	1624	2602	1624	2361	917	1408	917	1348
KY	5636	7475	5636	6895	1263	2100	1263	2013
LA	614	3136	614	893	237	796	237	376
MA	15572	17005	15572	16020	5695	5958	5695	5881
MD	8324	9315	8324	8773	3674	4043	3674	3939
ME	271	552	271	442	140	258	140	218
MI	3908	12845	3908	5646	1267	3521	1267	2057

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Network Numbers (cont.)

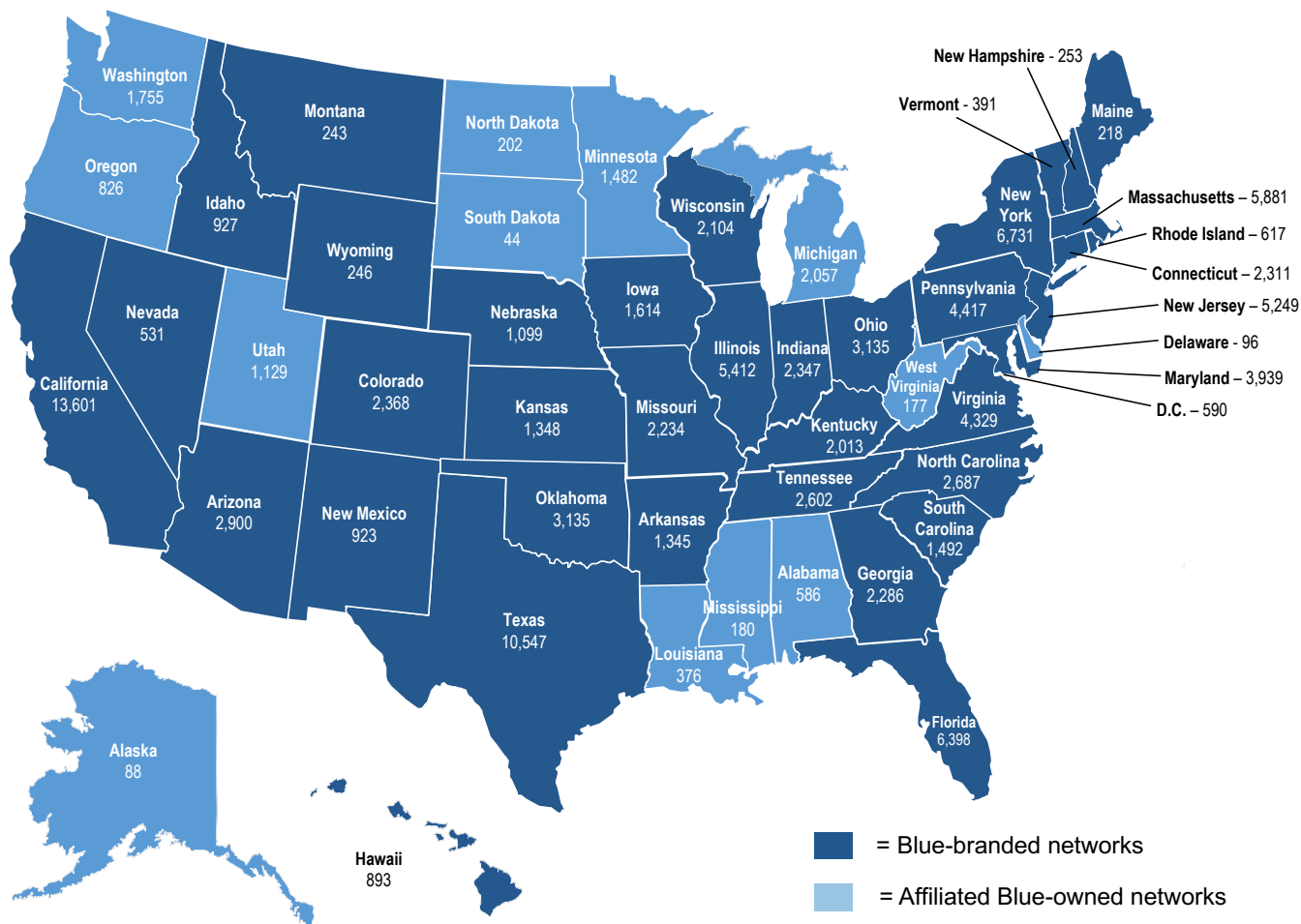
STATE	Access Points with DenteMax		Access Points without DenteMax		Unique Providers with DenteMax		Unique Providers without DenteMax	
	GRID	GRID+	GRID	GRID+	GRID	GRID+	GRID	GRID+
MN	13731	17624	13731	14100	1295	1752	1295	1482
MO	3434	4867	3434	4157	1768	2387	1768	2234
MS	230	924	230	380	99	398	99	180
MT	475	506	475	475	243	247	243	243
NC	16813	19970	16813	17009	2612	2937	2612	2687
ND	75	275	75	263	48	207	48	202
NE	1814	2167	1814	1958	1071	1143	1071	1099
NH	266	559	266	467	108	276	108	253
NJ	10620	17994	10620	14894	3239	5571	3239	5249
NM	3774	4379	3774	3983	871	968	871	923
NV	565	5831	565	912	298	1313	298	531
NY	11320	18183	11320	13661	5549	7857	5549	6731
OH	5551	11344	5551	7247	2108	3708	2108	3135
OK	3688	4153	3688	3941	1236	1338	1236	1297
OR	4748	6304	4748	5285	527	1174	527	826
PA	10597	17368	10597	12411	3616	5588	3616	4417
RI	1036	1122	1036	1084	597	625	597	617
SC	5251	5670	5251	5379	1443	1562	1443	1492
SD	32	150	32	146	13	47	13	44
TN	6035	6959	6035	6308	2514	2737	2514	2602
TX	78428	88077	78428	81471	9999	10967	9999	10547
UT	1733	4289	1733	2317	719	1635	719	1129
VA	8052	10852	8052	9882	3576	4487	3576	4329
VT	633	645	633	642	386	391	386	391
WA	2579	6759	2579	3725	1080	2562	1080	1755
WI	2848	6721	2848	5888	1189	2184	1189	2104
WV	334	601	334	416	104	237	104	177
WY	307	316	307	310	243	250	243	246
Total:	346,419	487,744	346,419	391,856	96,085	131,446	96,085	117,056

As of May 31, 2021, GRID+ has **487,744** access points (including DenteMax)



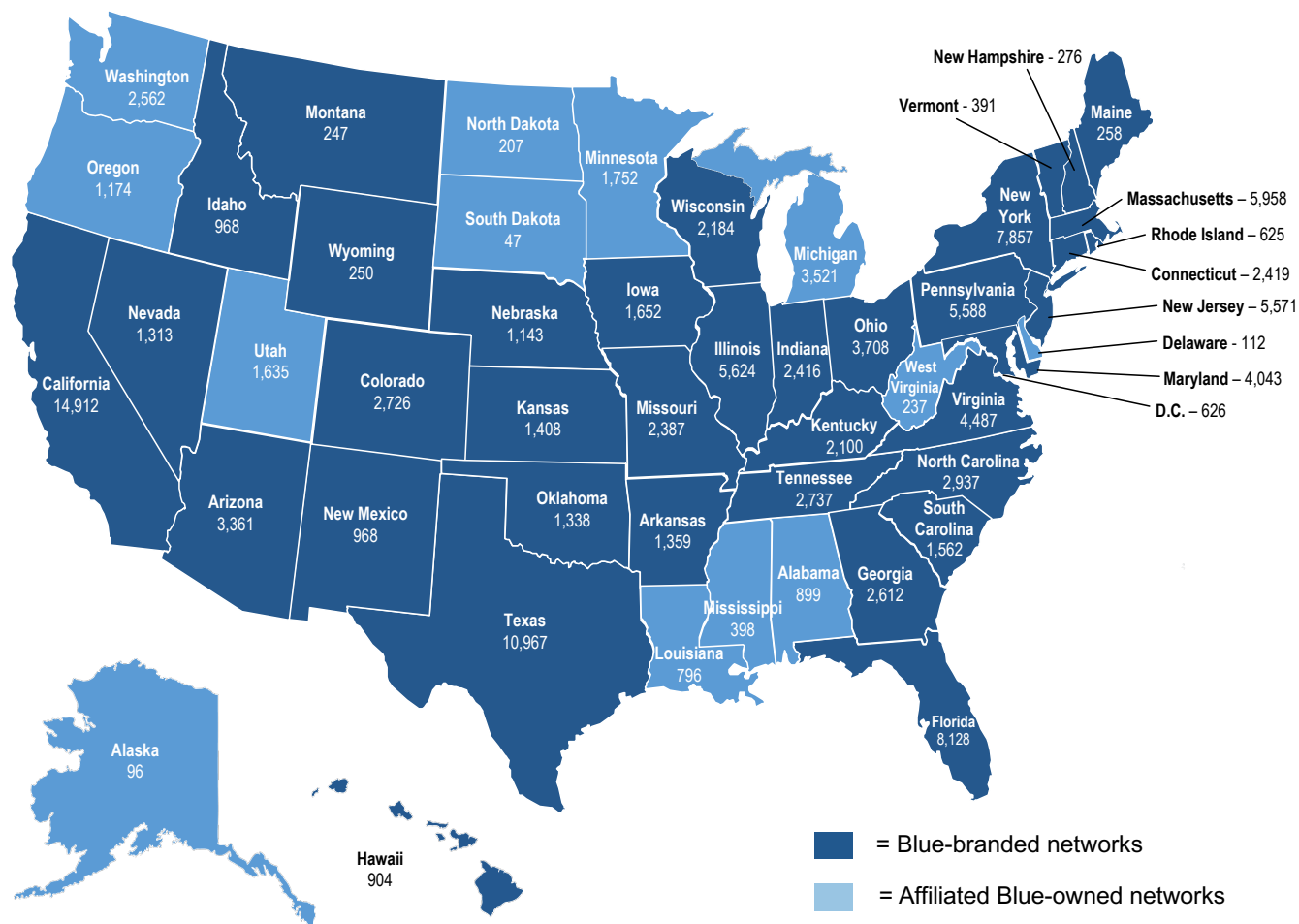
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As of May 31, 2021, GRID+ has **117,056** unique providers
(without DenteMax)



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As of May 31, 2021, GRID+ has **131,446** unique dentists (including DenteMax)



Requests

Do you have membership numbers, new customer names or article ideas? Send them our way. Send your news to heather.hofmeister@decare.com

GRID