

Update for BCBSNC Group Administrators New Dental Claims System and Web Site

July 28, 2008

On July 1, 2008, our dental vendor, ACS Benefit Services, Inc. replaced their claims administration system to provide more flexibility and efficiency in processing dental claims and administering dental benefits.

New Web Page for Dental Services

Along with this system change, we have a new Web site, www.bcbsnc-dental.com, for our dental members enrolled in our Dental Blue, Dental Blue Select, and Dental Blue for Individuals products. Members visiting our previous Web site, www.acsbenefitservicesinc.com, will be redirected to the new site by following the member access links for BCBSNC.

Beginning in early August, the Member Services section of bcbsnc.com will feature a link to bcbsnc-dental.com.

Also, we will begin printing the new Web site address on Dental ID cards in late August.

New Log-in Process

The log-in process has been upgraded and will now require members, group administrators and providers to register for most services. Registration help pages, easily accessible from www.bcbsnc-dental.com, can walk members, providers and group administrators through this process.

Great Features of the Dental Web Site

- Members can check claims status and access benefit information
- Group administrators can download forms and view employee rosters
- Providers can enter claims and create personalized fee schedules

Resources

- If your employees need help registering on the new site, they can contact our Dental Customer Service line printed on the back of their ID cards.
- If you have any questions or concerns about this, please contact your BCBSNC group representative or agent.

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