

How we build our dental networks

To build our dental networks, we look at how many primary and specialty dentists there are in a specific area. This way we can make enough providers available to meet your dental health care needs. So you don't have to spend a lot of time looking for a dentist.

How we choose providers

We created the dental networks based on numerous market variables. We chose providers for this network based on the following criteria:

- access and availability
- meets our credentialing standards
- provider ability to meet company participation criteria
- cost efficiency

Quality assurance procedures

Participating dentists are re-credentialed using our standard credentialing process every three years. In addition, in between formal credentialing cycles, we will monitor the following as part of the ongoing quality review:

- state board sanctions
- loss of license
- office of personnel management/office of inspector general reports
- Medicare opt out
- potential quality of care concerns (member complaints and internally identified events)