



DECEMBER 2019

We are happy to announce, as of January 1, Steven Seymour will be Dental Provider Network Manager, replacing Debbie Jines, who will retire at the end of 2019. Steven joined Arkansas Blue Cross and Blue Shield in 2012 as a customer service representative, then moved to the Provider Network Operations team in 2014. He joined the dental team in 2017, assisting Debbie Jines and Sheila Ward with the provider directory and provider enrollment.

Debbie Jines stated, "I am so happy that Steven was selected as the new Dental Provider Network Manager. He has helped Sheila and me so much while we were out in the field—Steven kept things going back at the office. He has a great deal of knowledge and will do an excellent job."

A native of Mountain Home, Arkansas, Steven served as a medic in the United States Army after high school, and was deployed to Iraq in 2005. He earned his bachelor's degree in healthcare administration in 2017. Steven lives in Little Rock with his spouse, and their three cats and a snake.



Dental Administration services transition

For many years, Arkansas Blue Cross and our partner USABLE Life have worked together to provide top-tier dental plans in Arkansas. As we continue to find ways to best serve our members and participating providers, USABLE Life will be taking on some additional responsibilities in supporting Arkansas Blue Cross dental plans.

As a part of this effort, **effective January 1, 2020, all dental network managers will transition from Arkansas Blue Cross to USABLE Life.** Your current network manager will still be on hand to provide you with the exceptional level of support that you have come to expect from Arkansas Blue Cross, but their contact information (phone number, fax number, and email address) will change.

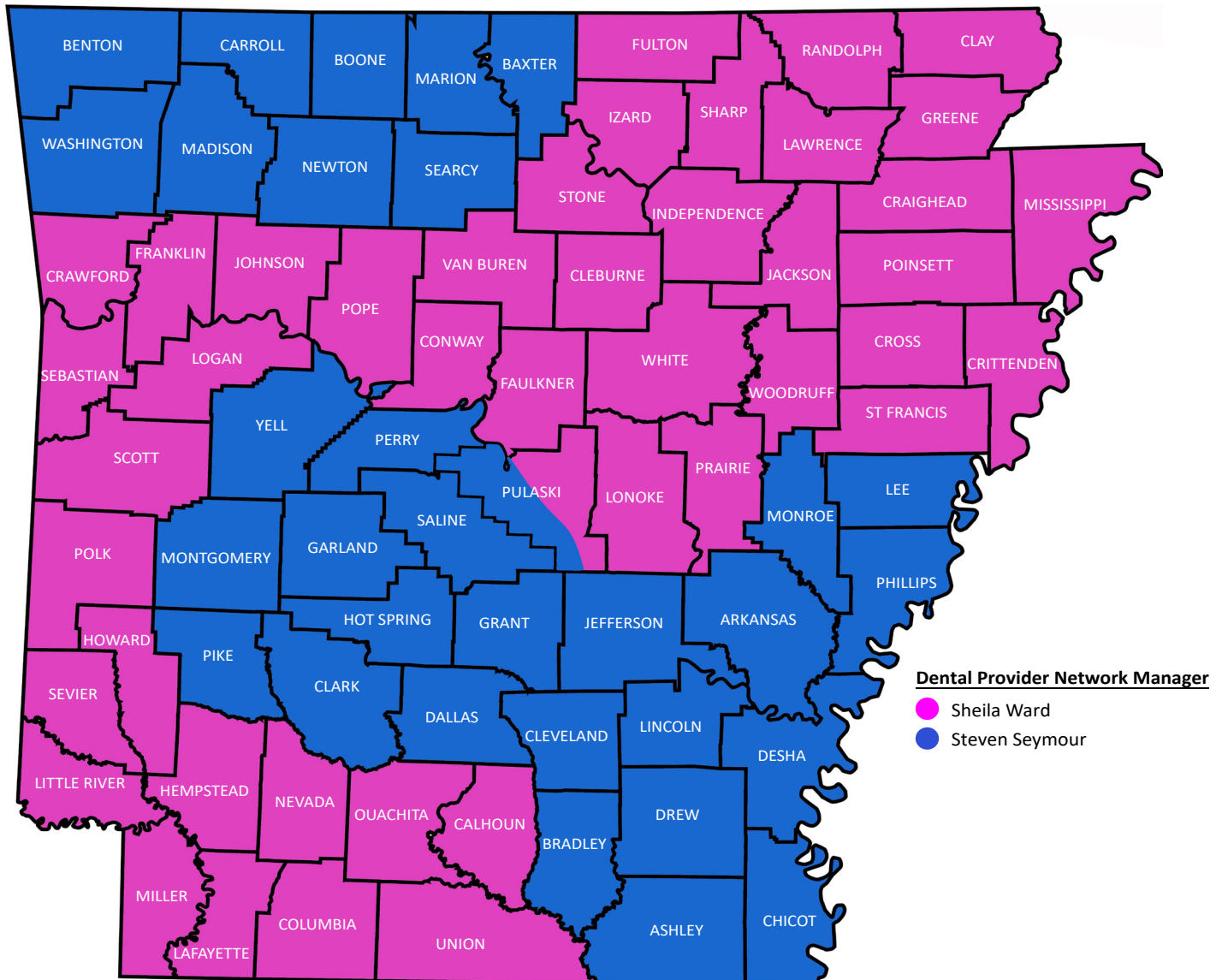
Sheila Ward and Steven Seymour will become employees of USABLE Life but will continue to provide Arkansas dental provider relations for Arkansas Blue Cross.

The next page provides the new contact information and territory map to be used beginning January 1, 2020. Sheila's territory will remain the same (pink), and Steven (blue) will take over Debbie Jines' territory.

Dental Administration services transition continued

Department: Dental Network Mgmt. - AR	
Sheila Ward Sheila.Ward@usablelife.com Phone number: 501-235-8485	Steven J. Seymour Steven.Seymour@usablelife.com Phone number: 501-235-8486

Dental Provider Network Manager Territory Map



Dental services paid through medical benefits

With the dental administration transferring to USABLE Life (LSV) on January 1, 2020, dental providers will need to contact Arkansas Blue Cross about claims for the services that are considered medical versus dental. If you have any questions or concerns about claims for dental services covered under medical benefits, please contact the applicable Customer Service department below.

Arkansas Blue Cross and Blue Shield	501-378-2010 or 800-238-8379
Blue Advantage Administrators	501-378-6000 or 888-872-2531
Federal Employee Program	501-378-2531 or 800-482-6655
Health Advantage	501-378-2363 or 800-843-1329
AR State / School Employees	501-378-2364 or 800-482-2531

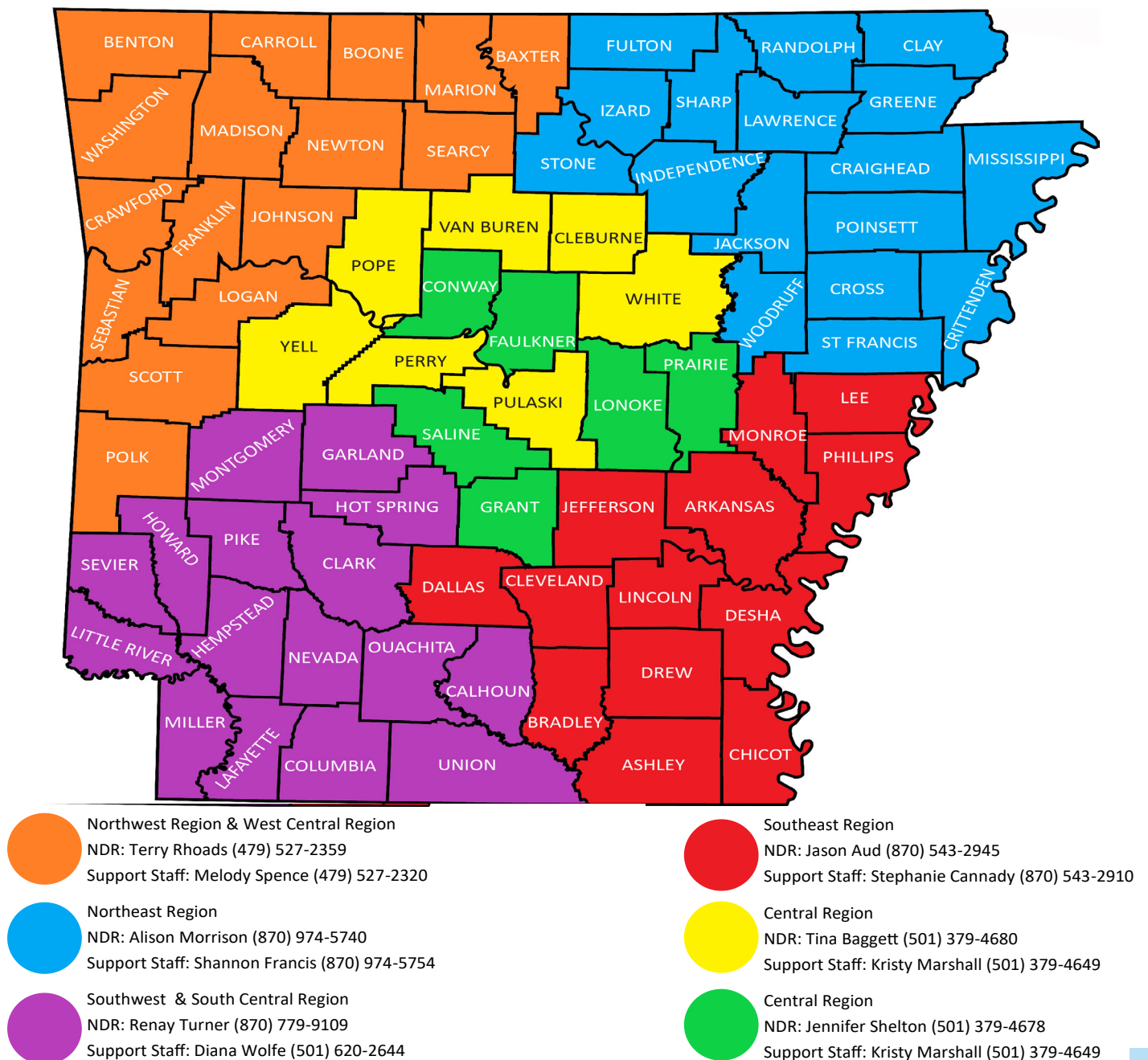
Dental services paid through medical benefits continued

As a reminder, medical dental claims include:

- Medical dental oral surgery services
- Accidents
- TMJ
- Transplant patients
- Heart valve surgery patients
- Other medical conditions that require dental treatments

In addition, Network Development Representatives (NDR) who work for Arkansas Blue Cross and its subsidiaries can help you with complicated cases. The map below shows the medical NDRs for each county.

Medical Network Development Representatives Contact Information



Arkansas Blue Cross Blue and Shield offices will be closed



**Tuesday, December 24, and
Wednesday 25, for Christmas**



**Wednesday, January 1, 2020,
for New Year's Day**



We wish you a happy holiday season.



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Contact Information

<p>Current: Sheila Ward, RDH, BS Dental Network Consultant Phone: 501-378-6628 Fax: 501-210-7005</p>	<p>Effective 1/1/2020: Sheila Ward, RDH, BS Dental Provider Network Manager Phone: 501-235-8485 Fax: 501-208-8298 Email: Sheila.Ward@usablelife.com</p>
<p>Steven Seymour, BS Dental Provider Network Specialist Phone: 501-210-7006 Fax: 501-210-7005</p>	<p>Steven Seymour, BS Dental Provider Network Manager Phone: 501-235-8486 Fax: 501-208-8299 Email: Steven.Seymour@usablelife.com</p>
<p>General Email: pnodental@arkbluecross.com</p>	<p>USable Life Attn: Dental Provider Relations PO Box 1650 Little Rock, AR 72203 Dentalproviderrelations@usablelife.com Fax: 501-208-8302</p>

Please use the Dental Provider Network Operations contact information for applications, changes, additions, and inquiries regarding status.