

Ask a Dental Hygienist

When people need to research a health or dental condition, they most often begin their research online instead of calling their doctor or dentist. We launched a new service for our Dental Prime and Dental Complete members, called *Ask a Hygienist*. It helps members get answers to their dental questions quickly and privately.

How does *Ask a Hygienist* work?

Dental members just email their questions to our team of licensed dental professionals. In return, they'll get personalized advice on a variety of dental health topics. It's easy for members to send in their questions. They just log into the dental member portal at anthem.com/mydentalvision. Then click on the *Ask a Hygienist* link.

From there, it's simple. They enter their name, email address and question(s). Once submitted, the member can expect a direct email response in about 24 hours. And there's no extra cost for the service.

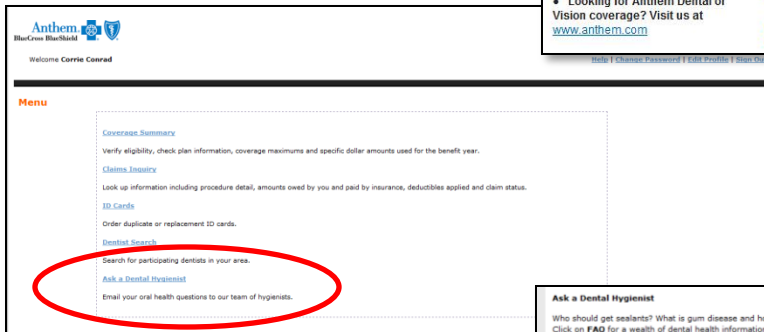
STEP 1

Go to anthem.com/mydentalvision, click *Log In* under Dental Member Services and follow the prompts to log in.



STEP 2

Click *Ask a Dental Hygienist* at the dental member services menu.



STEP 3

Key your name, email, question and click *submit*.

The screenshot shows the 'Ask a Dental Hygienist' form. The form includes fields for Name, Email, Confirm Email, and a large text area for the Question. A 'Submit' button is at the bottom. The form also includes a 'FAQ' link and a 'Remaining: 1000' indicator.