



Primary dentists are your best help for dental issues

Connecting with a dentist anytime, anywhere is even easier with The TeleDentists



A toothache or a broken tooth can seem like an emergency, but before going to the emergency room (ER), call your primary dentist first. That's because ERs and even urgent care facilities don't have dentists on staff. Dentists' offices usually have a number to call for urgent or emergency care listed on their after-hours recordings.

If you cannot contact your primary care dentist or don't have one, The TeleDentists® is a participating Empire provider network that offers virtual consultations with board-licensed dentists by computers, tablets or smartphones. You have access to The TeleDentists, including Spanish-speaking dentists, 24/7. Their dentists can also prescribe medications, if needed.

You can rest easy knowing that under your plan, we cover all teledentistry care the same way we would if a dentist provided care in an office.

If you ever have a true medical emergency, always go to the nearest ER.

Here's a quick guide to help you decide where to go for care when you need it:



For dental issues that are not life-threatening but need attention, contact your primary care dentist or The TeleDentists.

This includes:

- Cracked or fractured teeth that are painful or have sharp fragments.
- Lost or knocked-out teeth (seek care as soon as possible).
- Lost fillings or crowns.
- Pain from a cavity.
- Pain or swelling from a wisdom tooth.
- Pain caused by infection, if you don't have swelling or fever and aren't having trouble breathing or swallowing.

If you have any of these issues, call your primary dentist or The TeleDentists right away.



If you have a true medical emergency, go to the nearest ER or call 911.

This includes:

- A broken or dislocated jaw.
- Lots of bleeding or bleeding you can't control.
- Severe swelling or fever.
- Trouble breathing or swallowing.

You should also go to the ER if you:

- Think the problem might become much worse or be life-threatening.
- Have an immune system illness.
- Have a serious long-term illness.



Here's how it works when you need to contact The TeleDentists:

- Log in to your account at empireblue.com or through the Sydney Health app. If you don't have an account yet, you will need to create one.
- On the main page, select **Find Care**. Then, look for a dental professional and select the link for **The TeleDentists**.
- That will take you to the website for The TeleDentists, where you will be in a virtual waiting room while you answer questions about your health history, just like you would at a dentist's office.
- Once you finish that step, you will connect with a licensed dentist for a virtual visit in as little as five minutes. The dentist will assess your needs and recommend care options.
- After your appointment ends, the dentist may send a prescription for medication to your local pharmacy. If you need more dental care, the dentist may refer you to a nearby dentist in your plan.

The best way to avoid a dental health emergency is to try to prevent a problem from happening.

It's a good idea to:

- Have a dentist you see regularly and can call when you do have a concern.
- Keep your teeth and gums healthy by brushing twice a day and flossing every day.
- See your dentist for checkups and teeth cleanings twice a year.
- Wear a mouth guard to protect your teeth if you play a contact sport like football or soccer.



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