



## Service that your employees can count on

Our members expect excellent service. And that's exactly what they get. They also get 24/7 online access to their benefits conveniently integrated with their Florida Blue health plan. This includes access to dental benefits, claims, and an electronic ID card through the Florida Blue mobile app.

When your employees have questions or need help, our team is standing by to provide fast, accurate customer service. Members can even visit one of the many Florida Blue Centers throughout the state.

### Dental Service Metrics

(2023 Averages)

Average Speed to Answer



23  
seconds

Abandonment Rate



1.8%

First Call Resolution



100%

Claims Processed in < 14 Days



98%

Claims Accuracy



100%

Contact your Florida Blue representative or agent for more information, or visit [floridabluedental.com/employers](https://floridabluedental.com/employers).

Dental plans are offered by Florida Combined Life Insurance Company, Inc. (FCL), an affiliate of Florida Blue and an Independent Licensee of the Blue Cross and Blue Shield Association.

Florida Blue, Florida Blue HMO, Florida Blue Preferred HMO (collectively, "Florida Blue"), Florida Combined Life and the Blue Cross and Blue Shield Federal Employee Program® (FEP) comply with applicable Federal civil rights laws and do not discriminate on the basis of race, color, national origin, age, disability, or sex. We do not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.