



Cigna Dental DHMO

Frequently Asked Questions (FAQ)

1. Will I get an ID card? How do I order replacement or extra ID cards?

Yes, you should have received your new Cigna DHMO dental ID card in the mail the week of December 17, 2018. Cigna issued one card per family of four or under. If you have five or more covered family members, those extra family members will appear on a second ID card.

If you have not received your card, lose your card, or need extra cards for your family members, you can always print a replacement by creating an account at mycigna.com or download the [mycigna Members App](#) through the App Store or Google Play on your smartphone. The app will allow you to pull up a digital copy of your ID card anytime, anywhere.

2. How do I find a participating DHMO dentist?

Finding a participating Cigna DHMO dentist is easy:

- Locate a provider that services your plan by logging onto mycigna.com (after January 1, 2019)
- Click on Find a Doctor/Dentist
- Choose the “dentist” tab
- Enter in your provider’s location
- Click on the “pick” button. Then, select “Cigna Dental Care HMO” and press “Choose”
- If your provider comes up, they are in the network!

Note: You can also narrow your results by specialty or narrow your search by typing in your provider’s name or office name.

3. How do I submit a claim?

There are no claim forms required on the DHMO dental plan. When you visit one of Cigna’s in-network Dental Care DHMO dentists, they take care of all of the paperwork. There is nothing you need to do.

4. If my dentist is not participating with the Dental Care DHMO network, will my claim be covered?

If your provider is out-of-network, benefits will not be paid. The DHMO plan requires that your dentist participate with Cigna’s Dental Care DHMO network for services to be covered.

5. Can I view my dental benefits online?

Yes, you can view your Cigna DHMO dental benefits and do a lot more at mycigna.com. You can also print an ID card, check the status of a claim, locate a provider and download an Explanation of Benefits. You can also download the [mycigna Members App](#) through the App Store or Google Play to get access to your benefits one the go.

6. Do I need a referral to visit a dental specialist?

Yes. If you require specialty care, your participating Cigna Dental Care DHMO network general dentist will refer you to a participating dental specialist and handle the paperwork.

7. When do I have to pay the dentist?

That depends on the financial arrangement between you and your in-network dentist. We encourage you to discuss costs and payment arrangements for dental treatment with your dentist before you receive care. Most dentists will work with their patients to arrange payment plans for more costly treatments.

8. Who should I contact with questions about copays or covered services?

You can find the list of covered services and associated dental copays in the Cigna Dental DHMO Summary. If you need more specific information, please contact Cigna directly at 1-800-244-6224 after the new plan begins on January 1, 2019.