



Cigna Dental PPO

Frequently Asked Questions (FAQ)

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

Yes, you should have received your new Cigna PPO dental ID card in the mail the week of December 17, 2018. Cigna issues two ID cards per family. Your new ID cards will reflect your name only, as you are the subscriber. 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 PPO dentist?

Finding a participating Cigna PPO 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 PPO or EPO” 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. Can I go to any dentist?

Yes, you are free to see any dentist of your choice. However, you will typically spend less when you visit a participating Cigna network dentist, because Cigna has negotiated discounted rates with these dentists. Out-of-network dentists do not offer discounted rates and therefore may bill you for the difference between the payment they receive from Cigna and their usual fees.

4. Do I pay upfront and submit a claim or will the dentist submit claims for me?

When you visit one of Cigna’s in-network dentists, they take care of all of the paperwork. However, if you receive services from an out-of-network provider, you’ll need to pay at the time of service and submit a claim form for reimbursement. You will need to attach a copy of the itemized paid receipt when you submit the claim form.

5. Can I view my dental benefits online?

Yes, you can view your Cigna PPO 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 online.

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

You can find the list of covered services and associated dental costs in the Cigna Dental PPO 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.