

DENTAL PROVIDER NOMINATION PROCESS



Dental Provider Nomination Process

Together, all the way.®



HOW TO ACCESS

- Once registered, established Cigna dental members, can log into MyCigna.com and search for their dentist.
- If the member is unable to locate their preferred dentist, they have the option to nominate the dental provider.
- Members can nominate their provider using the [Dentist Nomination Form](#) located on the MyCigna.com portal.

A screenshot of the 'Customer Login' form. The form is white with a blue border and is set against a dark blue background. It features a 'Username' field with a 'Forgot Username?' link, a 'Password' field with a 'Forgot Password?' link and a 'Show' button, a blue 'Log In' button, a 'Haven't created an account yet?' link, a 'Register' button, and a 'Registrarse en Español' link. The form is reflected on the dark blue background below it.

Customer Login

Username [Forgot Username?](#)

Password [Forgot Password?](#)

 [Show](#)

[Log In](#)

[Haven't created an account yet?](#)

[Register](#)

[Registrarse en Español](#)

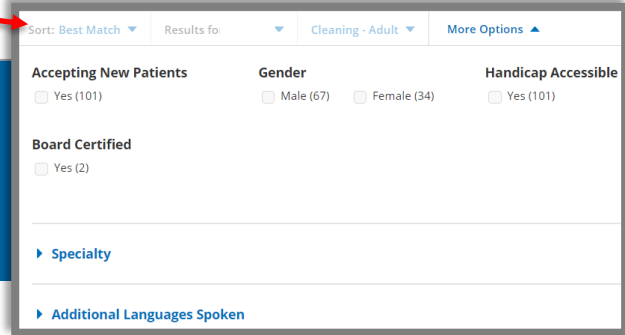
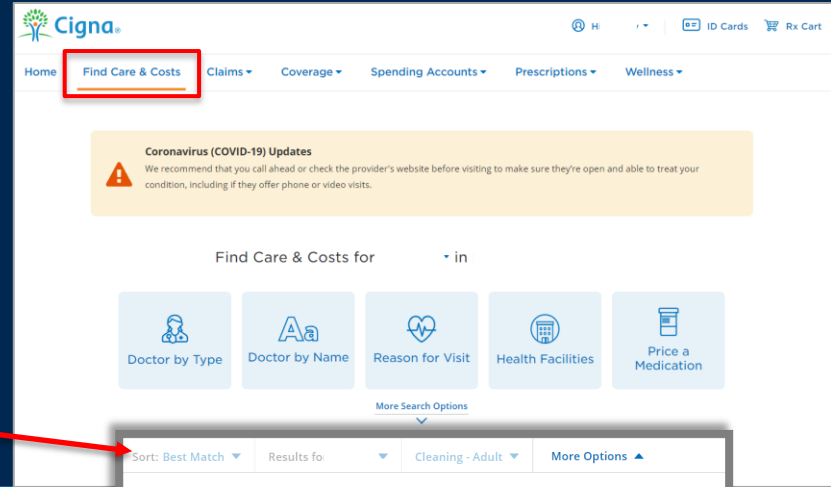
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FINDING A PROVIDER



- Log into MyCigna.com
- Click “Find Care & Cost”
- Select the most fitting search option (*Doctor by Type, Doctor by Name, etc.*)
- After selecting the desired search option members have the ability to narrow down the results using the search filters provided.



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NOMINATING A DENTIST



- In the event that a member is unable to locate their preferred dental provider, they will have the option to “Nominate a Dentist”.
- To do so, the member will need to scroll to the bottom section of the provider search listing and click the hyperlink titled “Nominate a Dentist”.



Don't see your dental provider? They may be out-of-network. [Nominate a Dentist](#)




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COMPLETING THE FORM



CIGNA DENTAL



Dentist Nomination Form

Dentist Contact Information

***Required Fields**

Dentist First name*

Dentist Last name*

Dentist Type*

Dental Specialty*

Street Address*

Suite

City*

State*

Zip Code*

Phone

Fax

Customer Contact Information


Customer First Name*

Customer Last Name*

Customer Phone Number*

Customer Email Address*

We look forward to reviewing your request. Please allow 10-15 business days for us to further research and handle. We will contact you once we have updates to share. If you need immediate assistance, please call us at [1.800.280.9622](tel:18002809622). We'll be happy to help you.

Together, all the way.* 

- After clicking “Nominate a Dentist” the Dentist Nomination Form will appear.
- The form is user friendly, easy to complete, and indicates which fields are required.
- Once all required fields are complete the form can be submitted.
- All submitted forms are then routed to the Dentist Enrollment Inbox for our dental network recruitment team to review and process.
- All submissions are carefully and thoroughly researched before recruitment efforts begin and members are asked to allow 10-15 business days.
- Our dental network recruitment team will contact all non-contracted submissions in effort to recruit them into the network. However, we cannot guarantee that they will join.



MAKING OUTREACH

- Once the online form is completed and submitted it will be electronically routed to Cigna's internal recruitment inbox (DentistEnrollment@Cigna.com) for further review and handling.
- The member is asked to allow 10-15 business days for the form to be researched prior to receiving any follow up communications.
- If/When the provider listed on the nomination form is already active and contracted with Cigna the network recruiter will contact the member via phone/e-mail to share results.
- If/When the provider is not yet contracted with Cigna the recruiter will make every effort possible to pursue the dentist to the requested network. Regardless of positive or negative outcomes, the assigned recruiter will contact the member via phone/e-mail to share results.
- All nomination forms submitted are tracked and monitored from beginning to end.

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