

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' page on MyCigna.com. The page has a white background with a light blue border. At the top, it says 'Customer Login'. Below this, there are two input fields: 'Username' and 'Password'. To the right of the 'Username' field is a link 'Forgot Username?'. To the right of the 'Password' field is a link 'Forgot Password?' and a 'Show' button. Below the input fields is a large blue button labeled 'Log In'. Below the 'Log In' button is a link 'Haven't created an account yet?'. Below that is a button labeled 'Register'. At the bottom, there is a link 'Registrarse en Español'. The entire form is reflected in a blue gradient bar at the bottom of the slide.

Dental Provider Nomination Process



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.

Cigna

Home Find Care & Costs Claims Coverage Spending Accounts Prescriptions Wellness

Coronavirus (COVID-19) Updates
We recommend that you call ahead or check the provider's website before visiting to make sure they're open and able to treat your condition, including if they offer phone or video visits.

Find Care & Costs for in

Doctor by Type Doctor by Name Reason for Visit Health Facilities Price a Medication

More Search Options

Sort: Best Match Results for Cleaning - Adult More Options

Accepting New Patients
☐ Yes (101)

Gender
☐ Male (67) ☐ Female (34)

Handicap Accessible
☐ Yes (101)

Board Certified
☐ Yes (2)

► Specialty

► Additional Languages Spoken

Dental Provider Nomination Process



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](#)



Dental Provider Nomination Process



COMPLETING THE FORM



CIGNA DENTAL



Dentist Nomination Form

Dentist Contact Information

***Required Fields**

Dentist First name*

Enter dentist first name

Dentist Last name*

Enter dentist last name

Dentist Type*

Please Select...

Dental Specialty*

Please Select...

Street Address*

Enter your address

Suite

Enter your suite

City*

Enter your city

State*

Please Select...

Zip Code*

Enter your Zip Code

Phone

Enter your phone

Fax

Enter your fax

Customer Contact Information

Customer First Name*

Enter customer first name

Customer Last Name*

Enter customer last name

Customer Phone Number*

Enter customer phone number

Customer Email Address*

Enter customer email address

SUBMIT

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:1.800.280.9622). 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.

Dental Provider Nomination Process

