

# SMILE!



## It's easy to find a dentist or specialist in the Total Cigna DPPO network.

Finding a Total Cigna Dental PPO (DPPO) network dentist or specialist is quick and easy – whether you opt to search online or speak to a customer service representative. Let us show you how.

### Make the most of your dental plan by registering and using [myCigna.com](https://mycigna.com).

**By registering for [myCigna.com](https://mycigna.com), you can get individualized information, set to your dental plan.**

And, in a recent study, we found that people who use the myCigna® website and have a claim save on average 36.2% more than those who do not use myCigna.\* So register today and access helpful information to find a dentist for your individual needs and budget. When searching for a dentist, your home zip code will be entered automatically, but you can change the zip if you are looking for a dentist in a different area. Once you've registered and logged on, you can search for a Cigna DPPO network dentist or specialist by choosing "Find Care and Costs" at the top of the screen, and following the prompts to search based on provider name, location, procedure type or specialty.

You'll see a list of results that has facts that can help you make a good choice about what dentist you want to use.

The search results will include information that can help you make an informed decision about who to see for the care you need. Provider profiles may include the following:\*\*

- ▶ **Brighter Score® feature.** Use this scoring method to help you compare dentists. The score is derived from factors such as affordability, patient experience and professional history.
- ▶ **Dental office reviews and comparisons.** Find detailed information to compare dental offices. View dentist profiles with pictures and video content. Read verified patient reviews.
- ▶ **Enhanced search and transparent pricing.** Search for a dentist by a procedure or group of procedures. Information is personalized for your specific plan. Shows estimated out-of-pocket costs including coinsurance and deductibles.

- ▶ **Easy access.** These features are available anytime. 24/7 access on the go – on mobile phones or tablets.

### Savings you can see.

**Dentists listed "Total Cigna DPPO"** have all agreed to offer care at discounted rates.

**Out of Network** – You may still choose to see a dentist who is not in the Total Cigna DPPO network, but your benefits may be lower and you may have to file your own claims. See your plan documents for the details of your specific dental plan.

### If you are not registered on [myCigna.com](https://mycigna.com), you can still search for a dentist from the online directory on [Cigna.com](https://Cigna.com).

Because this is a public site, you don't need to register or log in to view search results. Just keep in mind that you'll only be able to view limited information about dentists such as office address, network type and contact information.

- ▶ To search for a dentist on **Cigna.com**, visit the site and click "**Find a Doctor, Dentist or Facility.**"
- ▶ Follow the prompts on screen and when asked to choose your plan, select "DPPO/EPO > Total Cigna DPPO."

For help locating a Cigna network dentist or specialist, call Cigna to use the automated Dental Office Locator or speak to a customer service advocate. You can also ask for a customized directory based on the type of dentist you are looking for in your area.

*(continued on next page)*



Offered by: Cigna Health and Life Insurance Company or Connecticut General Life Insurance Company.

**Call your current dentist to see if he or she is in the Total Cigna DPPO network.**

When you call, be sure to ask if your dentist is in the Total Cigna DPPO network for your plan.

**Call or click to find a dentist in-network that's right for you.**

At Cigna, we work to deliver better savings, better health and a better customer experience. Our goal is to support you and your dental health. From full-help to self-help, Cigna has your dentist search covered.

**Call us at 800.Cigna24  
(800.244.6224)**



\* Cigna Internal Data and Reporting, July 2018. Study Design: retrospective matched case control analysis, using one to one coarsened exact matching method. Population: new national DPPO standalone members who joined between February 1, 2017 and January 31, 2018 and were not enrolled in a family plan. Study group: members who visited mycigna.com and had at least one dental visit after the search. Control group: members who didn't visit myCigna and had at least one dental visit during the measurement period. Measurement Period: dental claims occurred from 2/1/2017 through 4/30/2018. Matching Factors: Age, Gender, ZIP Code (first 3 digits), Enrollment History. Results may vary.

\*\* Actual features may vary by dentist and Cigna Dental plan type. These and other dentist directory features are for educational purposes only and should not be the sole basis for decision-making. They are not a guarantee of the quality of care that will be delivered to individual customers. Customers are encouraged to consider all relevant factors and to speak with their treating dentist when choosing where to receive dental care.

The dentists who participate in the Cigna network are independent contractors solely responsible for the treatment provided to their patients. Dentists are not agents of Cigna. Product availability may vary by location and plan type and is subject to change. All group dental insurance policies and dental benefit plans contain exclusions and limitations. For costs and complete details of coverage, see your plan documents.

All Cigna products and services are provided exclusively by or through operating subsidiaries of Cigna Corporation. Dental plans are insured or administered by Cigna Health and Life Insurance Company (CHLIC) or Connecticut General Life Insurance Company, with network management services provided by Cigna Dental Health, Inc. and certain of its subsidiaries. In Texas, the insured dental plan is known as Cigna Dental Choice, and this plan uses the national Cigna DPPO network. Policy forms: OK – HP-POL99/HP-POL388, OR – HP-POL68/HP-POL352, TN – HP-POL69/HC-CER2V1/HP-POL389 et al. (CHLIC). The Cigna name, logo, and other Cigna marks are owned by Cigna Intellectual Property, Inc. Brighter Score is a trademark of Brighter, Inc. a Cigna Company.