

# IMPROVING THE CIGNA DENTAL CARE (DHMO\*) CUSTOMER EXPERIENCE



## Frequently asked questions: Pediatric age limit

Cigna recognizes the importance of instilling good dental habits at a young age, and the role that pediatric dental providers play in helping to impart good habits in young patients. That's why we are making a change to our Cigna Dental Care® (DHMO) product that will enable enrolled children to see a pediatric dentist up to age 13. This document includes information on some common questions related to this enhancement.

**Q: What is this enhancement and when does it go into effect?**

**A:** Effective September 1, 2019, children enrolled in the Cigna Dental Care (DHMO) plan may continue to see a pediatric dental provider up to age 13. This is an enhancement from current plan rules which require children to switch to a general dentist when they reach age 7.

**Q: How can I let my employees know about this enhancement?**

**A:** We have developed a customer flyer that you can use to inform employees about the age limit change. We encourage you to distribute this ahead of, and during, your open enrollment period so that employees can be fully informed about the change and how it may affect the children on their plan.

**Q: Are there any communications being sent to affected employees to let them know how this change impacts them?**

**A:** Yes. Cigna has a communication plan designed to promote the change and inform customers who are impacted. The goal is to ensure these customers are fully aware of the plan design enhancement so they can make an informed decision on plan selection at open enrollment. We will be sending a communication by direct mail in August 2019.

**Q: What about children who previously had to change dentists because they turned age 7? Will they be able to go back to a pediatric dentist if their parents want them to?**

**A:** Yes. Children who previously “aged-out” and had to switch to a general dentist may begin using a pediatric dentist on September 1, 2019, and they may continue seeing a pediatric dentist until they turn age 13.

**Q: Will this change have an impact on customers who may be exempt from the age limit rule?**

**A:** The pediatric age limit enhancement will not impact customers currently enrolled and exempt from the age limit requirements due to a disability or other qualifying special need. Subscribers with dependents who are exempt from age limit rules will be excluded from communications.

**If you have additional questions about the Cigna Dental Care (DHMO) pediatric age limit enhancement, please contact your Cigna representative.**

**Together, all the way.®**



1. The term DHMO (“Dental HMO”) is used to refer to product designs that may differ by state of residence of enrollee including, but not limited to, prepaid plans managed care plans, and plans with open access features. The Cigna Dental Care plan is not available in all states.

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