



CIGNA Dental Care (DHMO) Plan Orthodontics in Progress Information

“Orthodontics in Progress” refers to orthodontic care in progress at the time your dental coverage becomes effective.

If a member of your family is in the midst of orthodontic treatment when you join the plan, you may be eligible for some contribution.

Q What if I already have a financial agreement with my orthodontist?

A Your enrollment in the CIGNA Dental Care (DHMO) plan does NOT modify any obligation you may have under an agreement you executed with an orthodontist prior to your enrollment, even if the orthodontist participates in the CIGNA Dental Care (DHMO) network. Only treatment beginning after your plan effective date at a network orthodontist will be covered based on the patient charges listed in the Patient Charge Schedule.

Q Will participation in the CIGNA Dental Care (DHMO) plan lower my current orthodontic expense?

A It may. A contribution towards your dentist’s fees may be available. Please call Member Services for details at 1.800.481.1213.

Q How can I find out about my specific situation?

A Call Member Services at 1.800.481.1213, for more detailed information or request the Orthodontics in Progress information form. Once you complete the form and return it to CIGNA Dental, we will send you a determination explaining the details of any contribution. ***You must know the phase of treatment and the number of months of treatment remaining after your effective date of your plan.***

Q How will CIGNA Dental pay the orthodontist?

A CIGNA Dental payments will be made quarterly to your orthodontist. If you have prepaid your bill, you can request that we pay you directly.

Other Questions?

Call Member Services 1.800.481.1213
or visit our Web site at www.cigna.com.