

Q. Can I go to any dentist?

A. Yes. You will typically spend less when you visit a Cigna network dentist because Cigna has negotiated discounted rates with these dentists. If you use a non-network dentist, you will not receive Cigna network discounts and the dentist may bill you for the difference between the payment they receive from Cigna and their usual fees.

Q. What if my current dentist does not participate in the Cigna Network?

A. While most in-network dentists currently used by members and their families are part of Cigna's extensive national network, a small number are not. To address this, Cigna has implemented a focused outreach to have these dentists join its network. You may go to cigna.com to see if your dentist is participating, or you may call Cigna' at 800-Cigna24.

Q. Can I download my ID card to my device?

A. Yes. You will be receiving ID cards in the mail; however, once you are registered on the myCigna.com Home page you will see "ID Cards." The "ID Cards" icon is usually on the bottom left of a smart phone and top right on a computer.

Q. Do I need to enroll?

A. No. You and your eligible dependents will be automatically enrolled as long as you are qualify for Health & Welfare Regular Eligibility.

Q. Will I receive a Dental ID Card?

A. Yes. You will be receiving ID cards in the mail; however, once you are registered on the myCigna.com Home page you will see "ID Cards." The "ID Cards" icon is usually on the bottom left of a smart phone and top right on a computer.

Q. Who can I call prior to the plan effective date if I have questions?

A. Call the One Guide Pre-Enrollment Line 1-800-Cigna24

