

# CIGNA DENTAL VIRTUAL CARE

Helping customers access  
dental care without leaving home



## The dentist will see you now.

Toothaches, chipped teeth and oral infections don't care what time of day it is. But neither do the **Cigna Dental Virtual Care** dentists. If you need dental care and are unable to reach your regular provider, you now have the option to consult with a dentist through a video call. The best part? **Cigna Dental Virtual Care** is available 24 hours a day, seven days a week **at no additional cost to Cigna Dental customers, through July 31, 2020!**

## A new option for urgent dental care.

To assist you during the COVID-19 pandemic, we're making Cigna Dental Virtual Care available so that you can speak with a dentist about urgent dental care needs from the comfort and safety of your own home.

## Convenient dental consults at home.

While we recommend that you contact your dentist first to see if they can provide virtual care, we recognize that this may not always be possible. That's why we've partnered with The TeleDentists, a virtual dental care company that's been serving customers since 2018. The TeleDentists connects you with a licensed dentist who, through a video call, can help address urgent dental situations like toothaches, infection, swelling, bleeding, and more. They can also prescribe medication<sup>2</sup> to be filled at your local pharmacy, if necessary.

The nature of this type of care delivery precludes dentists from performing more involved procedures, but if the dentist determines such care is needed, they can help guide next steps.

## Cost and claim information.

**Through July 31, 2020, Cigna is offering urgent virtual care consults at no cost to our dental customers.**

## How to access Cigna Dental Virtual Care.

If your dentist is unable to assist with your urgent dental care need, simply log on to your **myCigna.com** account and follow the prompts to the virtual care portal.

- ▶ You **must** connect to the portal via your **myCigna.com** account in order to use the service without having to enter a payment method.
- ▶ Once you've entered the online portal, you will be prompted to create an account on "The TeleDentists" website, and provide basic health information.
- ▶ You will be prompted to download and install a video chat application, and then confirm whether you want to see a dentist now, or schedule an appointment for a later time.
- ▶ When you are ready to consult with a dentist, you'll enter a virtual waiting room where a dentist will connect with you in ten minutes or less.
- ▶ **Note:** Wait times may be longer due to increased demand, and if your wait time exceeds ten minutes, a virtual customer service representative will join you in the waiting room for an update.

Together, all the way.®



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

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## Frequently asked questions.

### **My dentist offers virtual visits and is in the Cigna network. Can I use them at no cost if I need urgent care?**

Yes! We recommend calling your dentist first as many do provide virtual care. Customers who use a network dentist will incur no cost for urgent consults through July 31, 2020.<sup>3</sup>

### **What if I already have an account with The TeleDentists? Can I use that and still have my costs waived?**

In order to have your costs waived for this service, you must link to The TeleDentists site from your **myCigna.com** account. This identifies you as a Cigna customer eligible for a consult. Once on the Cigna-branded landing page, you may sign in using your existing account information.

### **Will this service be available after July 31, 2020?**

Yes, however normal out-of-pocket costs and plan limitations will apply after July 31, 2020.

### **I noticed that The TeleDentists offers second opinions and will review dental records from other providers to confirm a diagnosis or treatment plan. Is this covered by Cigna at no cost?**

No. The only services covered at this time are general consultations for urgent or emergency care.

### **Can my enrolled dependents use this service and are there limitations on the age of patients?**

Your enrolled dependents may also use the service at no cost through July 31, 2020. All ages can be evaluated by the dentists on The TeleDentists site, although those under the age of 18 will need to be “accompanied” by a parent or guardian.

### **Why do I have to create an account on The TeleDentist website? Is it secure?**

- ▶ In order to provide care, The TeleDentists site needs some information about you, including basic health information, medications you take, allergies you have, etc. This will help the dentist make the most appropriate recommendations during your consult.
- ▶ The TeleDentists site meets all federal requirements for protecting personal health information under the Health Insurance Portability and Accountability Act (HIPAA).

### **Can The TeleDentist dentist prescribe medications if I need them?**

Dentists can prescribe medications such as antibiotics and non-narcotic pain relievers. The dentist will send any required prescriptions to the pharmacy of your choice. There may be pharmacy costs associated with filling the prescription, depending on your medical or prescription plan.<sup>4</sup>

### **Do I have to use the video chat function to talk with a dentist? Can they just talk to me on the phone instead?**

They are unable to provide consultations by telephone, because the dentist needs to be able to see you and any visual symptoms of the problem you're having. Video chat is the only way a consult can be performed. It's convenient because it allows you to show the dentist things like a broken tooth, inflammation or other problems you're experiencing.



**If you have questions, log on to myCigna to chat with a representative or call 1-800-Cigna24. You can also call the number on the back of your ID card.**



1. Availability of Cigna Dental Virtual Care services may vary by location and plan type and is subject to change.

2. Dentists are unable to prescribe opioid or narcotic medications, and are subject to all laws in your residence state regarding the prescribing of medication.

3. Virtual consultations with Cigna network dentists are subject to applicable frequency limits and annual plan maximums.

4. Prescription medications are not covered on Cigna Dental plans. For information on out-of-pocket costs for prescribed drugs, please refer to your medical or pharmacy plan documents.

All group dental insurance policies and dental benefit plans contain exclusions and limitations. For costs and details of coverage, see your plan documents. The TeleDentists is an independent company and is not affiliated with Cigna. Providers are solely responsible for any treatment provided. Video chat may not be available in all areas. Services are separate from the Cigna dental plan provider networks.

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