

CORONAVIRUS (COVID-19)

Cigna Dental

We appreciate that providers across the country are on the front line offering care to our customers. Thank you for ensuring that Cigna Dental members can safely access to dental care.

To help your patients with urgent needs find care, we ask that you keep your office information (e.g., locations, office hours) current in our records. In addition, please keep your voicemail and other communication methods active and up to date. You can notify us of your temporary office hours by either:

- A) Calling our Provider Services Unit
1.800.Cigna24 (1.800.244.6224)
At the voice prompts:
- Say “provider”
 - Enter your tax identification number
 - Say “contracting”
 - Say “dental”
- B) Sending an email with all applicable changes to DentalNetworkInbox-ProviderRelations@Cigna.com or directly to your dedicated Professional Relations Manager. To find your contact, log in to CignaforHCP.com > Resources > Dental Resources > Doing Business with Cigna > Professional Relations Team. Your email must include:
- Your office hours
 - Your plan for treating emergencies

Claims are being processed as normal. Please continue to submit any claims electronically using Payer ID **62308**. If you must submit paper claims, please be sure to use the appropriate address for claim/encounter type. **Do not mail anything directly to a Cigna office.**

DPPO and Indemnity	Cigna Dental Care	
Cigna Attn: Claims PO Box 188037 Chattanooga, TN 37422-8037	Network General Dentist encounters/claims: Cigna Attn: Claims PO Box 188046 Chattanooga, TN 37422-8046	Specialist referrals: Cigna Attn: Claims PO Box 188045 Chattanooga, TN 37422-8045

For your safety, you can eliminate paper check mail delivery and handling and get paid faster with electronic funds transfer (EFT). You can sign up for EFT either directly with Cigna or with Zelis Payments.

- › Cigna:
- Eliminate paper check mail delivery and handling
 - Access funds on the same day as the deposit
 - Easily reconcile payments using a single remittance tracking number



To register, log in to CignaforHCP.com > Working with Cigna > Enroll in Electronic Funds Transfer (EFT) Options.

› Zelis Payments:

- Get paid faster by reducing the time to receive payments with ACH and virtual card options
- Receive payments from multiple payers via a single source
- Quickly and easily access all DPPO and Cigna Dental Care® payments and claims data from one turnkey portal

Contact Zelis directly at 1.855.496.1571 to enroll in Zelis Payments.

From the first signs of the COVID-19 outbreak, Cigna has been working diligently behind the scenes to support the health and well-being of our employees, clients, customers, and communities. Cigna has already taken several actions to further our commitment to customers, clients, and communities to help fight the global spread of COVID-19.

- › Ensuring our dental and other lines of business and sites have business continuity strategies in place. Our plans already included planning for a pandemic and associated strategies that can be implemented to continue operations.
- › Established an Executive Leadership command center that meets daily for global monitoring of the situation; our corporate crisis team meets regularly as well.
- › Implemented work at home capabilities for our workforce.

Please continue to address your patients' urgent needs. We are actively working on guidance for teledentistry and will share these details once available. You can also find the latest updates by logging in to the Cigna for Health Care Professionals website (CignaforHCP.com).

If you have additional questions about how Cigna is responding to COVID-19, please call Cigna Customer Service at 1.800.Cigna24 (1.800.244.6224) or contact your Professional Relations Manager.

Resources

Coronavirus Resource Center from Cigna: <https://www.cigna.com/individuals-families/health-wellness/topic-disaster-resource-center/coronavirus-public-resources>

ADA Coronavirus Resource Center for Dentists: <https://success.ada.org/en/practice-management/patients/infectious-diseases-2019-novel-coronavirus>

Information for Healthcare Professionals from the CDC: <https://www.cdc.gov/coronavirus/2019-ncov/hcp/index.html>



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