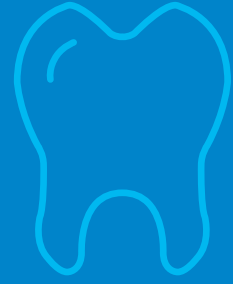


SMILE!



It's easy to find a dentist or specialist in the Total Cigna DPPO network.

Finding a Total Cigna Dental PPO (DPPO) network dentist or specialist is quick and easy – whether you opt to search online or speak to a customer service representative. Let us show you how.

Make the most of your dental plan by registering and using [myCigna.com](https://mycigna.com).

By registering for [myCigna.com](https://mycigna.com), you can get individualized information, set to your dental plan. When searching for a dentist, your home zip code will be entered automatically, but you can change the zip if you are looking for a dentist in a different area. Once you've registered, you can search for a Cigna DPPO network dentist or specialist in many ways:

- After logging in to [myCigna.com](https://mycigna.com), click on “**Find a Doctor**” or “**Help**” at the top of the page.
- Enter your search word or words and click “**Search**”, OR
- Click on “**Dentist**” under the “**Find a Person**” heading and double-click a specialty dentist by grouping.

You'll see a list of results that has facts that can help you make a good choice about what dentist you want to use.

Savings you can see.

Dentists listed as “**Cigna DPPO Advantage**” and “**Cigna DPPO**” have all agreed to offer care at discounted rates.

Within this group, we offer two savings levels:

- **Cigna DPPO Advantage Network** – Dentists in this network typically offer greater discounts compared to DPPO Network dentists. Depending on your plan, your benefit level may also be higher when you use these dentists.
- **Cigna DPPO Network** – Dentists in this network still offer a discount, but it can be much lower compared to DPPO Advantage Network dentists. Depending on your plan, you may receive a lesser benefit level when using these dentists.

The screenshot shows the myCigna.com interface for finding a dentist. At the top, there are navigation tabs for 'My Plans' and 'My Health'. Below that, a search bar is visible. The main content area shows search results for 'General Dentist near Guilford, CT'. A table lists search criteria: DISTANCE (0-25 miles), NETWORKS (CIGNA DPPO ADVANTAGE (472), CIGNA DPPO (364)), and SPECIALTY (Endodontics (5), General Dentistry (83), Oral Surgery (26), Orthodontics (1), Pediatric Dentistry (1)). Below the table, two dentist profiles are shown: 'Sharp, Becky' at Husky Dental Practice with a 'CIGNA DPPO ADVANTAGE - Higher benefit level' and a 'BRIGHTER SCORE' of 9.3/10, and 'Jordan, Robert' at Pilar Dental Associates with a 'CIGNA DPPO - Lower benefit level' and a 'BRIGHTER SCORE' of 7.9/10. An orange callout box with white text points to the network status indicators, stating: 'Clear messaging to describe whether a dentist is in the Cigna DPPO Advantage, Cigna DPPO or out-of-network.'

(continued on next page)



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

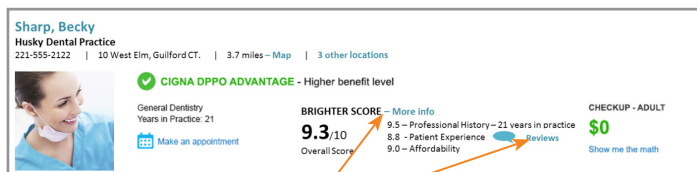
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Out of Network – You may still choose to see a dentist who is not with Cigna, but your benefits may be lower and you may have to file your own claims.

Brighter Score™*

The Brighter Score gives a quick and useful way to compare dentists and specialists in our networks. It's based on these important pieces of information:

- 1. Professional History** – a dentist's training and dental school background, as well as a review of their dental license history, years of experience and any advanced training they have received.
- 2. Patient Experience** – takes into consideration verified patient reviews, office amenities and technology and online reputation.
- 3. Overall Affordability** – measures the predicted out-of-pocket costs you can expect to pay for the most common dental procedures.



Click on “More info” and see a description of the Brighter Score. Click on ‘Reviews’ and see patient reviews of that dentist.

View Dentist Details*

You can also view data about the dentist, along with office photos and videos. You can even make online appointments and get reminders. If the dentist has more than one office, this information will be shown in the detail section. You can also get this information on the **myCigna** mobile app.**

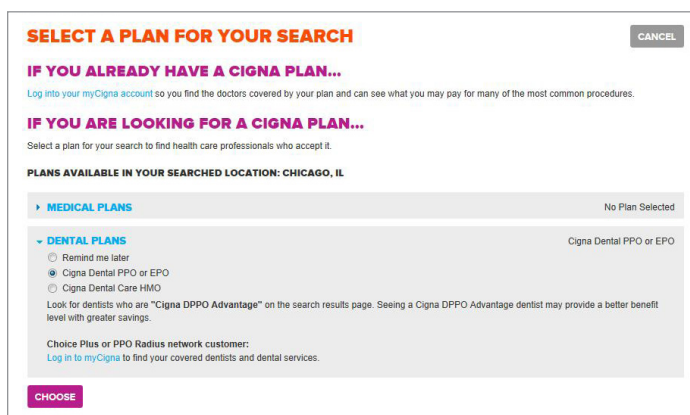
If you are not registered on myCigna.com, you can still search for a DPPO dentist from the online directory on Cigna.com.

Because this is a public site, you don't need to register or log in to view search results. Just keep in mind that you'll only be able to view limited information about dentists such as office address, network type and contact information. Brighter Scores, patient reviews and other facts that are on **myCigna.com** aren't on **Cigna.com**.

- Go to **Cigna.com**, click on “**Find a Doctor**” at the top of the screen.
- Then, choose a Directory by clicking on the “**For Plans Offered through Work or School**” option.
- Next, click on “**Find a...Dentist.**”

Enter **search location** – city, state or zip code.

- **Select a plan** by clicking on the **Pick** drop down icon and selecting “**Cigna Dental PPO or EPO**” under the **Dental Plans** section. Then press “**Choose.**”
- If you want to narrow your search, you can also type in **key words**, like dentist name, specialty type or office name. Then, click “**Search.**”



- From the **Search Results** page, you can further refine your search results – by distance, network, specialty, or years in practice.
- Click on a dentist's name for more facts, such as multiple location listings with map view.

For help locating a Cigna network dentist or specialist, call Cigna to use the automated Dental Office Locator or speak to a customer service representative. You can also ask for a customized directory based on the type of dentist you are looking for in your area.

Call your current dentist to see if he or she is in the Cigna DPPO network.

When you call, be sure to ask if your dentist is in the Total Cigna DPPO network for your plan.

Call or click to find a dentist in-network that's right for you.

At Cigna, we work to deliver better savings, better health and a better customer experience. Our goal is to support you and your dental health. From full-help to self-help, Cigna has your dentist search covered.

(continued on next page)

Call us at 800.Cigna24
(800.244.6224)



* Actual features may vary by dentist and Cigna Dental plan type. Experience, ratings, reviews, and appointment scheduling features are provided through Brighter, Inc., an independent company. These and other dentist directory features are for educational purposes only and should not be the sole basis for decision-making. They are not a guarantee of the quality of care that will be delivered to individual customers. Customers are encouraged to consider all relevant factors and to speak with their treating dentist when choosing where to receive dental care.

** The downloading and use of the myCigna Mobile App is subject to the terms and conditions of the App and the online stores from which it is downloaded. Standard mobile phone carrier and data usage charges apply.

The dentists who participate in the Cigna network are independent contractors solely responsible for the treatment provided to their patients. They are not agents of Cigna.

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