



# Dental

The Citigroup Dental Benefit Plan (the “Dental Plan” or the “Plan”) offers two options to provide dental care for you and your eligible dependents (including your spouse/partner). They are the:

- MetLife Preferred Dentist Program (MetLife PDP); and
- Cigna Dental HMO (dental health maintenance organization).

You can enroll in Citi dental coverage even if you do not enroll in Citi medical coverage. You can enroll in any of the following four coverage categories: Employee Only, Employee Plus Spouse/Partner, Employee Plus Children or Employee Plus Family. See “Coverage Categories” in the *Eligibility and Participation* section.

The MetLife PDP allows you to visit any dentist. However, when you visit an in-network dentist, you will pay a discounted fee. The Cigna Dental HMO generally requires you to use a Cigna Dental HMO provider (whom you select or who is selected for you) to receive a benefit under the Dental Plan. See Your Personal Enrollment Worksheet on Your Benefits Resources™ for the cost of the options available to you.

For more information on the dental coverage available, see the MetLife PDP fact sheet and the Cigna Dental HMO fact sheet.

## Need Help Finding a Dentist?

Contact Health Advocate at 1 (866) 449-9933 or visit your plan provider’s website Cigna or MetLife through My Total Compensation and Benefits.

### Quick Tips

#### Dental Plan Differences

The MetLife PDP costs you more per paycheck than the Cigna Dental HMO. However, the MetLife PDP gives you the flexibility to see any dentist you choose. When you visit an in-network dentist, you will pay a discounted fee. While the Cigna Dental HMO costs less than the MetLife PDP, you must use a Cigna Dental HMO provider (whom you select or who is selected for you) to receive a benefit under the Dental Plan, except in very limited circumstances. See “MetLife Preferred Dentist Program (MetLife PDP)” on page 4 and “Cigna Dental HMO” beginning on page 9 for more information and plan details.

#### Consider a Spending Account or Health Savings Account (HSA)

The Health Care Spending Account (HCSA) and the Limited Purpose Health Care Spending Account (LPSA) can save you money on your out-of-pocket dental expenses. Because you forfeit any money remaining in the HCSA or LPSA that you do not use by year end, estimate conservatively.

For details, see the information on the “HCSA” and the “LPSA” in the Citigroup *Spending Accounts* section.

If you choose medical coverage under the High Deductible Plan with HSA, you can establish a Health Savings Account (HSA) and make contributions to a LPSA, which can both be used for eligible dental expenses.

For details, see “Health Savings Accounts (HSAs)” in the Citigroup *Medical* section.

## Contents

---

<b>Dental Options at a Glance</b> .....	<b>3</b>
<b>MetLife Preferred Dentist Program (MetLife PDP)</b> .....	<b>4</b>
How the Plan Works.....	4
Covered Services .....	6
Procedures and Services That Are Not Covered.....	7
Alternate Benefit Provision .....	8
Predetermination of Benefits.....	9
Medical Necessity .....	9
Filing a Claim.....	9
<b>Cigna Dental HMO</b> .....	<b>9</b>
Cigna Dental HMO Features .....	10
Referrals for Children .....	10
How the Plan Works.....	10
Patient Charge Schedule.....	12
Emergencies.....	12
Customer Service .....	13
Limitations on Covered Services .....	13
Conversion to an Individual Policy .....	14
Procedures and Services That Are Not Covered.....	14
Filing Claims.....	15
Extension of Benefits .....	15
Disclosure Statement .....	15
<b>Claims and Appeals</b> .....	<b>16</b>
Claims and Appeals for the MetLife PDP .....	16
Claims and Appeals for the Cigna Dental HMO .....	17

## Dental Options at a Glance

The Plan provisions (deductibles, coinsurance and annual and lifetime maximums) will be the same whether or not your dentist is a PDP provider as shown in the table below. However, using preferred dentists can reduce your out-of-pocket costs.

	MetLife Preferred Dentist Program (PDP) <sup>1</sup>	Cigna Dental HMO <sup>2</sup>
<b>Annual Deductible</b>		
• Individual	\$50	None
• Family maximum	\$150	None
<b>Preventive and diagnostic services</b>	100% paid; no deductible to meet	Most services are paid at 100% when you use your network dentist
<b>Basic services</b> such as fillings, amalgams (silver) and composite (white) fillings, root canals, periodontal services, extractions and oral surgery	80% after deductible	Copay when you use your network dentist. See “Patient Charge Schedule” on page 12 for more information.
<b>Major restorative services</b> such as crowns, inlays/onlays, bridges and dentures	50% after deductible	Copay when you use your network dentist. See “Patient Charge Schedule” on page 12 for more information.
<b>Orthodontia</b>	50% after deductible	Copay when you use your network dentist. See “Patient Charge Schedule” on page 12 for more information.
<b>Lifetime orthodontia limit for children and adults</b>	\$3,000 per person	Coverage limited to 24 months of treatment
<b>Temporomandibular joint (TMJ) treatment excluding surgery</b>	50% after deductible if not the result of an accident (covered under orthodontia)	100% paid for oral evaluation; copay for other related services when you use your network dentist
<b>Implants</b>	Subject to “dental necessity”	Copay when you use your network dentist. Limit of one implant per calendar year, with one replacement per 10 years
<b>Annual maximum</b>	\$3,000 per person	None

<sup>1</sup> MetLife PDP providers charge negotiated fees for services. For services other than those for preventive care, you must meet the annual deductible before the Plan will pay a percentage of eligible costs. Benefit amounts for out-of-network dentists are based on the maximum allowed amount for your geographic area.

<sup>2</sup> You can obtain a schedule of charges and a list of providers by calling Cigna Dental HMO at **1 (800) Cigna 24 (1 (800) 244-6224)**. Once enrolled, you can obtain a schedule of charges at [www.myCigna.com](http://www.myCigna.com). You can also view the Cigna Patient Charge Schedule online at [www.citibenefits.com](http://www.citibenefits.com) under “Forms and Documents.”

# MetLife Preferred Dentist Program (MetLife PDP)

---

The MetLife Preferred Dentist Program (MetLife PDP) is a preferred provider organization (PPO) consisting of a nationwide network of dentists and specialists who charge negotiated fees that are typically lower than the provider's normal fee. This reduces your out-of-pocket cost.

The MetLife PDP offers:

- Stringent credentialing requirements for providers;
- Personalized provider directories that you can view online or order by telephone and have faxed or mailed to you; and
- Total freedom of choice; you can visit any dentist at any time.

You can take advantage of the PDP feature, which consists of a network of dentists who accept fees that are typically 10% to 30% less than average charges. When visiting a PDP dentist, you are responsible only for the difference between the Plan's benefit payment amount and the PDP dentist's fee.

To find out if your dentist is in the PDP network:

- Visit the MetLife MyBenefits website through My Total Compensation and Benefits at [www.totalcomponline.com](http://www.totalcomponline.com);
- or
- Call 1 (888) 830-7380 for a provider directory.

## When You Schedule an Appointment

Let the dentist know that you participate in the MetLife PDP. Your Citi GEID is your MetLife member ID. Be sure to provide your Citi GEID when calling MetLife or submitting claims.

## How the Plan Works

The MetLife PDP allows you to receive care from any dentist. At the time you need dental care, you decide whether to visit a PDP dentist or go to a dentist outside the PDP network. The Plan provisions (deductibles, coinsurance and annual and lifetime maximums) will be the same whether or not your dentist is a PDP provider. However, using preferred dentists can reduce your out-of-pocket costs.

### *Annual Deductible and Maximum*

Before benefits can be paid in a calendar year, you and/or your covered dependent(s) must meet the \$50 individual or \$150 maximum family deductible. The deductible does not apply to preventive and diagnostic services. However, the deductible does apply to basic, major and orthodontia services.

You can meet the family deductible as follows:

- **Up to three people in a family:** Each member must meet the individual deductible.
- **Four or more people in a family:** Expenses can be combined to meet the family deductible. However, no one person can apply more than the \$50 individual deductible toward the \$150 family deductible.

## Dental

You and/or your covered dependent(s) have an annual maximum benefit of \$3,000 per person (excluding orthodontia). The annual maximum benefit does not apply to preventive and diagnostic services. However, the annual maximum benefit does apply to basic and major services. In addition, a separate lifetime maximum of \$3,000 per person applies to orthodontia treatment.

### *Covered Charges*

After you have met the deductible, the MetLife PDP reimburses covered charges for out-of-network dentists at a percentage of the maximum allowed amount (MAA) charges. The MetLife PDP determines the MAA based on the amounts charged for a specific service by most dentists in the same geographic area. For network charges, the reimbursement is based on a percentage of the fees negotiated with the network dentists.

A dental charge is incurred on the date the service is performed or the supply is furnished. However, there are times when one overall charge is made for all or part of a course of treatment. In this case, the “completion date” is considered the date the charge is incurred. The claim will be paid in a lump sum (excluding orthodontia). For example, the completion date is considered for:

- Root canal therapy as the date the pulp chamber was closed;
- A crown as the date the tooth was completed for the crown;
- Partial and complete dentures as the date of completion; and
- Fixed bridgework as the date the abutment teeth were completed for the bridge.

Orthodontic payments are paid differently.

### *Coverage for New Orthodontic Work*

The Plan pays 50% of the expense submitted. For example, if the orthodontic expense submitted is \$5,000, the Plan will pay the benefit as follows:

**Coverage for orthodontic appliance:** MetLife will pay an initial appliance component (sometimes referred to as the “banding” fee) based on 20% of the submitted expense, at the 50% coinsurance level:

- $\$5,000 \times 20\% = \$1,000 \times 50\%$  benefit = \$500;
- Therefore, the first payment will be \$500.

**Coverage for monthly payments:**

- $\$5,000 - \$1,000 = \$4,000$ ;
- $\$4,000 \div 24$  months =  $\$166.66 \times 50\%$  benefit = \$83.33;
- Therefore, the monthly payment will be \$83.33.

A monthly payment of \$83.33 will be made over the course of treatment, paid each treatment quarter. The first payment will be based on 20% of the expense to cover the appliance fee. The remaining expense will be spread over the expected length of treatment. In this example, that is 24 months or eight quarterly payments. Orthodontic benefits are subject to the calendar-year deductible and the \$3,000 lifetime orthodontia maximum. In this example, assuming the annual deductible has been met, the total amount paid will be \$2,500.

### *Coverage for Orthodontic Work in Progress*

The MetLife PDP pays 50% coinsurance, after the annual deductible is met, up to a \$3,000 lifetime orthodontia maximum. Orthodontia benefits paid since January 1, 2004, under the MetLife and Delta Dental Citi-sponsored plan (the Delta Plan is no longer available) will count toward the lifetime orthodontia maximum under the MetLife PDP.

### *Before You Receive Care*

Before you receive certain dental services, you are advised to discuss the treatment plan with your dentist to determine what is covered by the MetLife PDP Plan.

## Covered Services

### *Preventive and Diagnostic Services*

- Routine oral exams: maximum of two exams per calendar year (additional medically necessary oral exams will be reviewed by MetLife Dental Consultants);
- Routine cleanings: maximum of two cleanings per calendar year or a maximum of three cleanings per calendar year for employees enrolled in a Healthy Pregnancy Program through Anthem or Aetna, Citi's Diabetes Management Program or Citi's Disease Management Program. **Note:** members eligible to receive a third cleaning are required to submit a Preventative Plus Form completed by their provider with the claim to receive reimbursement. This form is available online at [www.citibenefits.com](http://www.citibenefits.com) or by calling MetLife at 1 (888) 830-7380.
- Fluoride treatments to age 15: maximum of two applications per calendar year;
- Space maintainers to age 19;
- Full mouth series and panoramic X-rays: once every 60 months;
- Bitewing X-rays: up to one set per calendar year for adults and two sets per calendar year for children;
- Sealants: on the 1<sup>st</sup> and 2<sup>nd</sup> permanent molars only, to age 19; one application per tooth every 60 months; and
- Palliative treatments: emergency treatment only; not paid as a separate benefit from other services on the same day.

### *Basic Services*

- Fillings (except gold fillings): includes amalgam (silver) and composite (white) fillings to restore injured or decayed teeth;
- Extractions;
- Endodontic treatment;
- Oral surgery, unless covered under your medical plan or your HMO;
- Periodontal surgery: once every 36 months per quad;
- Repair prosthetics: no limit;
- Recementing (crowns, inlays, onlays, bridgework or dentures): no limit;
- Addition of teeth to existing partial or full denture, or addition of teeth to existing fixed bridgework; bridgework must be at least five years old and unserviceable); limited to once every five years;
- Denture relining and rebasing: once every 36 months if 6 months after initial installation of the denture;
- Adjustments to removable dentures made within the first six months of installation;
- Periodontal maintenance treatments, up to four per calendar year; this covers up to two regular cleanings per year paid at 100% and up to four periodontal maintenance visits per year paid at 80%; these services are combined and do not exceed four total per year;
- Periodontal scaling and root planing: once every 24 months (subject to consultant review);
- Bruxism appliances; and
- General anesthesia: when medically necessary, as determined by the Claims Administrator, and administered in connection with a covered service.

## Dental

### *Major Services*

- Inlays, onlays and crowns (including precision attachments for dentures; must be at least five years old and unserviceable): limited to one per tooth every five years;
- Removable dentures: initial installation;
- Removable dentures (replacement of an existing removable denture or fixed bridgework with new denture; dentures must be at least five years old and unserviceable): limited to once every five years;
- Fixed bridgework, including inlays, onlays and crowns used to secure a bridge: initial installation;
- Fixed bridgework, including inlays, onlays and crowns used to secure a bridge (replacement of an existing removable denture or fixed bridgework with new fixed bridgework; bridgework must be at least five years old and unserviceable): limited to once every five years; and
- Dental implants (subject to medical necessity and consultant review): medical necessity, as determined by the Claims Administrator, is based on the number and distribution of all missing, unreplaced teeth in the arch, as well as the overall periodontal condition of the remaining normal teeth.

### *Orthodontia Services*

- Orthodontic X-rays;
- Evaluation;
- Treatment plan and record;
- Services or supplies to prevent, diagnose or correct a misalignment of the teeth, bite, jaws or jaw-joint relationship;
- Removable and/or fixed appliance(s) insertion for interceptive treatment;
- Temporomandibular joint (TMJ) disorder appliances (for TMJ dysfunction that does not result from an accident); and
- Harmful habit appliances: includes fixed or removable appliances.

## Procedures and Services That Are Not Covered

Benefits are not provided for services and supplies not medically necessary for the diagnosis or treatment of dental illness or injury. For example, cosmetic services such as tooth whitening are elective in nature and, therefore, not covered by the Plan.

Exclusions that apply to the MetLife PDP include, but are not limited to, the following:

- Dental care received from a dental department maintained by an employer, mutual benefit association or similar group;
- Treatment performed for cosmetic purposes;
- Use of nitrous oxide;
- Treatment by anyone other than a licensed dentist, except for dental prophylaxis performed by a licensed dental hygienist under the supervision of a licensed dentist;
- Services in connection with dentures, bridgework, crowns and prosthetics if for:
  - Prosthetics started before the patient became covered. Benefits are payable if this is completed while covered since payment is based on completion date;
  - Replacement within five years of a prior placement covered under this Plan;

- Extensions of bridges or prosthetics paid for under this Plan, unless into new areas;
  - Replacement due to loss or theft;
  - Teeth that are restorable by other means or for the purpose of periodontal splinting; and
  - Connecting (splinting) teeth, changing or altering the way the teeth meet, restoring the bite (occlusion), or making cosmetic changes;
- Any work done or appliance used to increase the distance between nose and chin (vertical dimension);
  - Facings or veneers on molar crowns or molar false teeth;
  - Training or supplies used to educate people on the care of teeth;
  - Any charges incurred for services or supplies not recommended by a licensed dentist;
  - Any charges incurred due to sickness or injury that is covered by a Workers' Compensation act or other similar legislation or that arise out of or in the course of any employment or occupation whatsoever for wage or profit;
  - Any charges incurred while confined in a hospital owned or operated by the U.S. government or an agency thereof for treatment of a service-connected disability;
  - Any charges that, in the absence of this coverage, you would not be legally required to pay;
  - Any charges incurred that result directly or indirectly from war (whether declared or undeclared);
  - Any charges due to injuries sustained while committing a felony or assault or during a riot or insurrection;
  - Any charges for services and supplies furnished for you or your eligible dependent(s) prior to the effective date of coverage or subsequent to the termination date of coverage;
  - Any charges for services or supplies that are not generally accepted in the United States as being necessary and appropriate for the treatment of dental conditions, including experimental care;
  - Any charges for nutritional supplements and vitamins;
  - Services covered by motor vehicle liability insurance;
  - Services that would be provided free of charge but for coverage;
  - Broken appointments;
  - Charges for filing claims or charges for copies of X-rays;
  - Any charges for services rendered to sound and natural teeth injured in an accident;
  - Care and treatment that are in excess of the maximum allowed amount; and
  - Services that, to any extent, are payable under any medical benefits, including HMOs.

## Alternate Benefit Provision

Before deciding how much the Plan will pay for covered procedures, MetLife will consider any less costly alternatives that will produce a satisfactory result based on generally accepted dental standards of care. You and your dentist may choose the more costly procedure, but you will be responsible for the difference in cost between the benefit amount and the dentist's charge.



## Dental

### Predetermination of Benefits

MetLife recommends that you obtain a predetermination of benefits before undergoing any procedure that will cost more than \$300. By requesting a predetermination of benefits, you will know in advance how much you will be responsible for paying.

If you do not request a predetermination of benefits, you may find that the Plan will pay less than you anticipated or nothing at all, depending on the procedure and treatment provided.

### Medical Necessity

Medical necessity is the treatment of dental diseases, such as dental decay and periodontal (gum) diseases. Dental services must be performed by a dentist licensed to practice in the state or by a legally qualified physician. A dentist is a doctor of dental surgery or a doctor of medical dentistry.

The Plan Administrator, acting through the Claims Administrator, reserves the right to determine whether, in its judgment, a service or supply is medically necessary or payable under this Plan. The fact that a dentist has prescribed, ordered, recommended or approved a service or supply does not, in itself, make it medically necessary.

### Filing a Claim

When you visit the dentist, you will pay the dentist directly and then submit a claim for benefits. See “Claims and Appeals for the MetLife PDP” on page 16.

## Cigna Dental HMO

---

Cigna Dental HMO is fully insured and operates like a health maintenance organization: Once enrolled, you must receive all services from the Cigna Dental HMO provider you selected. Except for emergency treatment for pain, you will not be covered for any dental services you receive outside the Cigna Dental HMO network. (**Note:** Coverage may vary slightly by state depending on where you are located. Members located in AK, DC, IN, LA, MN, NV, OK, OR, SC, UT, and WA should refer to the Cigna plan documents for a list of exceptions and limitations available in the “Forms and Documents” section at [citibenefits.com](http://citibenefits.com)).

As a Cigna Dental HMO Plan member, you may be eligible for various discounts, benefits and other considerations to promote your general health and well-being. Upon enrollment, members will receive a welcome kit, ID card and copy of Cigna plan documents. Visit the Cigna website at [www.myCigna.com](http://www.myCigna.com) for more information.

Enrollment in the Cigna Dental HMO allows the release of your and your covered dependents’ dental records to Cigna Dental for administrative purposes.

The Cigna Dental HMO has no annual individual or family deductibles and no lifetime dollar maximums. Most preventive services are paid at 100% when you use a network general dentist. You pay a patient charge when you use a network general dentist for other services. See “Patient Charge Schedule” on page 12 for more information. You can obtain a schedule of charges when you enroll in the Cigna Dental HMO by calling Cigna Dental at **1 (800) Cigna24 (1 (800) 244-6224)** or by visiting [www.myCigna.com/dental](http://www.myCigna.com/dental). It is also available at [www.citibenefits.com](http://www.citibenefits.com).

Please note: In the event this document conflicts with Cigna's plan documents, including applicable insurance certificates, service agreements, policies and patient charge schedules, Cigna's plan documents and administration will prevail.

## Is Your Dentist in the Cigna Dental HMO Network?

Cigna Dental contracts with network dentists in most areas of the country. Network dentists provide covered services to Cigna Dental HMO members at independently owned network dental offices. You can request a list of network dental offices in your area by calling Cigna Dental at **1 (800) Cigna24 (1 (800) 244-6224)**. You can also find a provider on the Cigna website at **www.Cigna.com**.

If you want to enroll in the Cigna Dental HMO but have a dentist whom you want to continue using, you should verify that he or she is in the Cigna Dental HMO. Because there are no out-of-network benefits, other than for emergency treatment for pain, you will not be reimbursed for any dental services if you continue to visit your current dentist and he or she is not in the Cigna Dental HMO network. Coverage may vary slightly by state depending on where you are located. (Members located in AK, DC, IN, LA, MN, NV, OK, OR, SC, UT, and WA should refer to the Cigna plan documents for a list of exceptions and limitations available in the “Forms and Documents” section at **citibenefits.com**).

Cigna Dental HMO confirms that each dentist in its network is properly licensed, certified and insured, and complies with government health standards.

## Cigna Dental HMO Features

- A nationwide network of approximately 18,000 dentists in 65,000+ offices (you must use one of these providers);
- No deductibles to meet;
- No annual or lifetime dollar maximums;
- No charge for exams, certain types of X-rays or routine cleanings;
- Reduced prices on covered procedures when there is a charge;
- Specialist care with an approved referral at the same fees you would pay a general dentist;
- Automated Dental Office Locator for 24-hour information by telephone or fax to help you find the right dentist;
- Automatic participation in the Cigna Healthy Rewards® program, which offers discounts on various health-related services and products; for more information, visit **www.Cigna.com**;
- Automatic participation in the Cigna Oral Health Integration® program; for more information, visit **www.Cigna.com**;
- Orthodontia for children and adults: limited to 24 months of treatment; additional treatment is available at a prorated cost of the initial treatment;
- Coverage for general anesthesia and IV sedation *when medically necessary and performed by a network oral surgeon or periodontist for covered procedures* (general anesthesia does not include nitrous oxide); and
- Two routine cleanings for normal healthy teeth and gums every calendar year at no charge and two additional per calendar year with a copay; charges are listed on your Patient Charge Schedule.

## Referrals for Children

You are not required to obtain a referral from a network general dentist for a Cigna Dental HMO member under age 13 to be treated by a network pediatric dentist. Exceptions for coverage at the network pediatric dentist for children age 13 and older are considered for clinical and/or medical reasons.

## How the Plan Works

When you enroll in the Cigna Dental HMO, you must select a network dental office. If you do not choose a network dentist, you will be placed in a “hold for assignment” status and notified to contact Cigna Dental. Please note that if you

## Dental

live in California, Illinois, Maryland or Texas, you will be automatically assigned a network dentist if you do not elect one during enrollment.

You can choose a different dentist in the network for you and each of your covered dependents. When you visit a network office, you will show your Cigna Dental HMO ID card and pay the amount shown on your Patient Charge Schedule for covered services. If you undergo a procedure that is not on your Patient Charge Schedule, you will pay the dentist's usual charges. If you visit an office other than your network dental office, you will pay the dentist's usual charges, except for emergencies or as approved by Cigna Dental.

### *Specialized Care*

If your network general dentist determines that you need specialized dental care, he or she will begin the specialty referral process. Follow your network general dentist's instructions regarding access to specialty care. Care from a network specialist is covered when Cigna Dental approves payment. Treatment by a network specialist must begin within 90 days from the date of Cigna Dental's approval. If you are unable to obtain treatment within the 90-day period, call Customer Service to request an extension. Your coverage must be in effect when each procedure begins. A referral is not necessary when visiting an orthodontist or pediatric dentist who participates in the Cigna Dental HMO network.

**Note:** Services performed by a pediatric dentist are covered until the child reaches age 13. Services performed by a pediatric dentist after the child reaches age 13 are not covered.

You should verify with the network specialist that your treatment plan has been approved for payment by Cigna Dental before treatment begins. If you receive specialty care and payment is not approved by Cigna Dental, you may be responsible for the network specialist's usual charges.

### *Changing Your Dentist/Dental Office*

If you decide to change your network dental office, Cigna Dental can arrange a transfer. You and your enrolled dependents may each transfer to a different network general dentist. You should complete any dental procedure in progress before transferring to another dental office.

To arrange a transfer, visit [www.myCigna.com](http://www.myCigna.com) or call Customer Service at **1 (800) Cigna24 (1 (800) 244-6224)**. Transfers will be effective the first day of the month following the day your request is processed. Unless you have an emergency, you will be unable to schedule an appointment at the new dental office until your transfer becomes effective.

There is no charge to you for the transfer. However, all patient charges that you owe to your current dental office must be paid before the transfer can be processed.

### *Appointments*

To make an appointment with your network general dentist, call the dental office that you have selected or to which you have been assigned. When you call, your dental office will ask for your ID number (which can be found on your Cigna Dental HMO ID card) and will check your eligibility.

### **Broken Appointments**

The time your network general dentist schedules for your appointment is valuable to you and the dentist. Broken appointments make it difficult for your dental office to maintain a schedule that is convenient for you and efficient for the staff. The delay in treatment resulting from a broken appointment can turn a minor problem into a complex one, resulting in higher costs to you, your dentist and Cigna Dental.

If you or your enrolled dependent breaks an appointment with fewer than 24 hours' notice to the dental office, you may be charged a broken appointment fee for each 15-minute block of time that was reserved for your care. Consult your Patient Charge Schedule for maximum charges for broken appointments (not applicable in Texas).

## Patient Charge Schedule

Your Patient Charge Schedule lists the benefits of the Cigna Dental HMO, including covered procedures and patient charges. Patients pay the patient charges listed only when the procedures are performed by a network dentist. Procedures performed by an out-of-network dentist are generally not covered, and patients will be charged the dentist's usual fee for those procedures. Please see your Patient Charge Schedule (according to your state of residence) for a complete list of exclusions and exceptions. Procedures not listed on your Patient Charge Schedule are not covered and are the patient's responsibility at the dentist's usual fees. You may request your Patient Charge Schedule when you enroll in the Cigna Dental HMO by calling Cigna Dental at **1 (800) Cigna24 (1 (800) 244-6224)** or by visiting **www.myCigna.com** (if you are already a member). It is also available under the Forms and Documents section of Citibenefits.com.

## Emergencies

An emergency is a dental condition of recent onset and severity that would lead a prudent layperson possessing an average knowledge of dentistry to believe the condition needs immediate dental procedures to control excessive bleeding, relieve severe pain or eliminate acute infection. You should contact your network general dentist if you have an emergency.

Examples of a dental emergency include:

- The loss of a large filling in a tooth or crown, or a cracked tooth that results in significant acute pain and discomfort; and
- Swelling of the mouth that is a result of an infection, normally associated with an abscess.

Examples of non-dental emergencies include:

- A slight injury that did not result in significant bleeding, severe pain or acute infection;
- A sore spot under dentures that has created a small ulcer;
- A wisdom tooth that is erupting or painful, but there is no swelling; and
- A chipped tooth that produced a sensitive spot that irritates the tongue.

Routine restorative or definitive treatment (root canal therapy) is not considered emergency care and should be performed or referred by the network general dentist or network pediatric dentist.

### *Away from Home*

If you have an emergency while you are out of your service area or unable to contact your network general dentist, you may receive emergency covered services from any general dentist. Routine restorative procedures or definitive treatments (e.g., root canal) are not considered emergency care. You should return to your network general dentist for these procedures. For emergency covered services, you will be responsible for the patient charges listed on your Patient Charge Schedule. Cigna Dental will reimburse you for the difference, if any, between the dentist's usual fee for emergency covered services and your patient charge, up to a total of \$50 per incident.

- For *Arizona* residents: An emergency is a dental problem that requires immediate treatment (includes control of bleeding, acute infection or relief of pain, including local anesthesia). Reimbursement for emergencies will be made by Cigna Dental in accordance with your plan benefits regardless of the location of the facility providing the services.

## Dental

- For *Pennsylvania* residents: If any emergency arises and you are out of your service area or are unable to contact your network general dentist, Cigna Dental covers the cost of emergency dental services so that you are not responsible for greater out-of-pocket expenses than if you were attended to by your network general dentist.
- For *Texas* residents: Emergency dental services are limited to procedures administered in a dental office, dental clinic or another comparable facility to evaluate and stabilize emergency dental conditions of recent onset and severity accompanied by excessive bleeding, severe pain or acute infection that would cause a prudent layperson with average knowledge of dentistry to believe that immediate care is needed.

To receive reimbursement, send appropriate reports and X-rays to the following Cigna Dental address:

Cigna Dental  
PO Box 188045  
Chattanooga, TN 37422-8045

### *After Hours*

There is a patient charge listed on your Patient Charge Schedule for emergency care rendered after regularly scheduled office hours. This charge will be in addition to other applicable patient charges.

## Customer Service

If you have any questions or concerns about the Cigna Dental HMO, call a Customer Service representative who can explain your benefits or help with matters regarding your dental office. For assistance with transfers, specialty referrals, eligibility, second opinions, emergencies, covered services, plan benefits, ID cards, location of dental offices, conversion coverage or other matters, call Customer Service at **1 (800) Cigna24 (1 (800) 244-6224)**. If you are hearing impaired, call the state TTY toll-free relay service in your local telephone directory.

## Limitations on Covered Services

- **Frequency:** See your Patient Charge Schedule for limitations on frequency of covered services, such as cleanings.
- **Specialty care:** Except for pediatric dentistry and endodontics, payment approval from the Cigna Dental HMO is required for coverage of services performed by a network specialty dentist.
- **Pediatric dentistry:** Coverage from a pediatric dentist ends on a covered child's 13th birthday. Cigna Dental HMO may consider exceptions for medical reasons on an individual basis. The network general dentist will provide care after the child's 13th birthday.
- **Oral surgery:** The surgical removal of an impacted wisdom tooth is not covered if the tooth is not diseased or if the removal is only for orthodontic reasons. Your Patient Charge Schedule lists any limitations on oral surgery.
- **Orthodontics in progress:** If orthodontic treatment is in progress for you or your dependent at the time you enroll, call Customer Service at **1 (800) Cigna24 (1 (800) 244-6224)** to find out if you are entitled to any benefit under the Plan.

Pre-existing conditions are not excluded if the procedures involved are otherwise covered under your Patient Charge Schedule.

*You will pay the full cost of procedures and services that are not covered.* Visit the Cigna website at [www.Cigna.com](http://www.Cigna.com) or call **1 (800) Cigna24 (1 (800) 244-6224)** for more information.

## Conversion to an Individual Policy

You may have the right to convert your Cigna Dental HMO coverage to an individual policy after you terminate employment with Citi. For more information, contact Cigna at 1 (800) Cigna-24 to obtain information about how to apply for a conversion policy.

## Procedures and Services That Are Not Covered

Listed below are the services or expenses that are *not* covered under the Cigna Dental HMO (this list is not exhaustive, and other exclusions may apply). These services are your responsibility and are billed by the dentist at his or her usual fee:

- Services not listed on your Patient Charge Schedule;
- Services provided by an out-of-network dentist without Cigna Dental’s prior approval (except emergencies, as explained under “Emergencies” on page 12);
- Services related to an injury or illness covered under Workers’ Compensation, occupational disease or similar laws (for *Florida* residents, this exclusion relates to such services paid under Workers’ Compensation, occupational disease or similar laws);
- Services provided or paid by or through a federal or state governmental agency or authority, political subdivision, or public program other than Medicaid;
- Services required while serving in the armed forces of any country or international agency or authority, or relating to a declared or undeclared war or acts of war;
- Cosmetic dentistry or cosmetic dental surgery (dentistry or dental surgery performed solely to improve appearance) unless specifically listed on your Patient Charge Schedule;
- General anesthesia, sedation and nitrous oxide unless specifically listed on your Patient Charge Schedule; when listed on your Patient Charge Schedule, general anesthesia and IV sedation are covered when medically necessary and provided in conjunction with covered services performed by an oral surgeon or periodontist (for *Maryland* residents, general anesthesia is covered when medically necessary and authorized by your physician);
- Prescription drugs;
- Procedures, appliances or restorations if the main purpose is to change vertical dimension (degree of separation of the jaw when teeth are in contact); to diagnose or treat abnormal conditions of the temporomandibular joint (TMJ) unless TMJ therapy is specifically listed on your Patient Charge Schedule; or to restore teeth damaged by attrition, erosion, abrasion and/or abfraction (for *California* residents, the word “attrition” is modified as follows: except for medically necessary treatment where functionality of teeth has been impaired);
- Replacement of fixed and/or removable prosthodontic appliances that have been lost, stolen or damaged due to patient abuse, misuse or neglect;
- Services considered unnecessary or experimental in nature (for *Pennsylvania* residents, this exclusion applies only to services considered experimental in nature; for *California* and *Maryland* residents, this exclusion applies only to services considered unnecessary);
- Procedures or appliances for minor tooth guidance or to control harmful habits;

## Dental

- Hospitalization, including any associated incremental charges for dental services performed in a hospital; benefits are available for network dentist charges for covered services performed at a hospital; other associated charges are not covered and should be submitted to your medical carrier for benefit determination;
- Services to the extent you are compensated for them under any group medical plan, no-fault auto insurance policy or insured motorist policy (for *Arizona* and *Pennsylvania* residents, this exclusion does *not* apply; for *Kentucky* and *North Carolina* residents, this exclusion does *not* apply to services compensated under a no-fault auto or insured motorist policy; for *Maryland* residents, this exclusion does *not* apply to services compensated under group medical plans);
- Crowns and bridges used solely for splinting; and
- Resin-bonded retainers and associated pontics.

Except for the limitations listed above, pre-existing conditions are not excluded.

## Filing Claims

You do not need to file any claims for benefits. However, if benefit payment is denied, you may file an appeal. See “Claims and Appeals for the Cigna Dental HMO” on page 17.

## Extension of Benefits

Coverage for a dental procedure, other than for orthodontics, that was started before you dropped coverage will be extended for 90 days after the date coverage ends unless coverage loss was due to nonpayment of premiums.

Coverage for orthodontia treatment started before you dropped coverage will be extended to the end of the calendar quarter or for 60 days after the date coverage ends, whichever is later, unless coverage loss was due to nonpayment of premiums.

## Disclosure Statement

Cigna Dental refers to the following operating subsidiaries of Cigna Corporation: Connecticut General Life Insurance Company and Cigna Dental Health, Inc., and its operating subsidiaries. The Cigna Dental Care Plan is provided by Cigna Dental Health Plan of Arizona, Inc.; Cigna Dental Health of California, Inc.; Cigna Dental Health of Colorado, Inc.; Cigna Dental Health of Delaware, Inc.; Cigna Dental Health of Florida, Inc., a prepaid limited health services organization licensed under Chapter 636, Florida Statutes; Cigna Dental Health of Kansas, Inc. (Kansas and Nebraska); Cigna Dental Health of Kentucky, Inc.; Cigna Dental Health of Maryland, Inc.; Cigna Dental Health of Missouri, Inc.; Cigna Dental Health of New Jersey, Inc.; Cigna Dental Health of North Carolina, Inc.; Cigna Dental Health of Ohio, Inc.; Cigna Dental Health of Pennsylvania, Inc.; Cigna Dental Health of Texas, Inc.; and Cigna Dental Health of Virginia, Inc. In other states, the Cigna Dental Care plan is underwritten by Connecticut General Life Insurance Company or Cigna HealthCare of Connecticut, Inc., and administered by Cigna Dental Health, Inc.

# Claims and Appeals

This section describes the claims and appeals process for the MetLife PDP and the Cigna Dental HMO.

## Claims and Appeals for the MetLife PDP

The amount of time MetLife will take to make a decision on a claim will depend on the type of claim.

Type of Claim	Timeline After a Claim Is Filed
<b>Post-service claims</b> (for claims filed after the service has been received)	Decision within 30 days; one 15-day extension (notice of the need for an extension must be given before the end of the 30-day period) Notice that more information is needed must be given within 30 days You have 45 days to submit any additional information needed to process the claim <sup>1</sup>
<b>Preservice claims</b> (for services requiring precertification of services)	Decision within 15 days; one 15-day extension (notice of the need for an extension must be given before the end of the 15-day period) Notice that more information is needed must be given within five days You have 45 days to submit any additional information needed to process the claim <sup>1</sup>
<b>Urgent care claims</b> (for services requiring precertification of services where a delay could jeopardize life or health)	Decision made within 72 hours Notice that more information is needed must be given within 24 hours You have 48 hours to submit any additional information needed to process the claim; you will be notified of the decision within 48 hours of receipt of the additional information
<b>Concurrent care claims</b> (for ongoing treatment)	Decision made within 24 hours for urgent care treatment Decision made sufficiently in advance for all other claims

<sup>1</sup> The time period allowed to make a decision is suspended pending receipt of additional information.

### Important COVID-19-Related Changes that Extend Claims and Appeals Deadlines

On May 4, 2020, the U.S. Departments of Labor and the Treasury (the Agencies) issued guidance that temporarily extends the deadlines in place for certain benefit changes and processes associated with election, notification, payment and claims/appeals in connection with COVID-19, which was deemed a National Emergency on March 1, 2020 (the National Emergency). To protect individuals from losing benefits, the Agencies extended deadlines that might have been missed during the National Emergency, which ended on May 11, 2023. The temporary extension of the deadlines expired on July 10, 2023, 60 days after the end of the National Emergency.

If your deadline to file a claim or appeal occurred during the National Emergency (March 1, 2020- May 11, 2023) and you have exceeded the deadlines outlined in the plan documents or denial notification, you may have additional time to submit your claim or appeal.

For more information, contact your dental plan Claims Administrator to obtain a claims appeal form. For claims regarding eligibility or enrollment in a plan, call the Citi Benefits Center through ConnectOne at **1 (800) 881-3938**. See the *For More Information* section for detailed instructions, including TDD and international assistance.

You have the right to request a reconsideration of the denied claim by calling or writing to MetLife. Any additional information that you feel would support the claim should be provided to MetLife.



## Dental

If, after the review, it is determined that the initial denial can be reversed and the claim paid, normal processing steps are followed. If, after the review, it is determined that the original denial stands, a denial letter is written to you.

Responses to an appeal are conducted by an individual of higher authority than the person who originally denied the claim. The response includes:

- An explanation in plain language of why the charges are denied; and
- A reference to the wording from this Plan document that justifies the denial.

The appeal request must be submitted in writing to MetLife within 180 days of receipt of the denial letter. As part of this review, you or your legal representative has the right to review all pertinent documents and submit issues and comments in writing to a Committee selected by MetLife. The Committee consists of senior representatives of MetLife Dental Claim Management and a Dental Consultant.

For preservice, post-service and concurrent claim appeals, Citi has delegated to MetLife as Claims Administrator the exclusive right to interpret and administer the provisions of the Preferred Dental Plan. The Claims Administrator's decisions are conclusive and binding. The Claims Administrator's decision is based only on whether benefits are available under the plan for the proposed treatment or procedure. The determination as to whether the pending health service is necessary or appropriate is between you and your physician.

If you do not agree with the Final Internal Adverse Benefit Determination on review, you have the right to bring a civil action under Section 502(a) of the Employee Retirement Income Security Act of 1974, as amended (ERISA), provided that you file any lawsuit or similar enforcement proceeding, commenced in any forum, within 12 consecutive months after the date of receiving a final determination on review of your claim or, if earlier, within two years from the date on which you were aware, or should have been aware, of the claim at issue in the suit.

The two-year limitation shall be increased by any time a claim or appeal on the issue is under consideration by the appropriate fiduciary. If any different period to begin suit is specified in an insurance contract forming part of the Plans or any shorter period is specified in the rules of the Claims Administrator, that period will apply to proceedings against the insurer or with regard to the ruling of that Claims Administrator, respectively.

## Claims and Appeals for the Cigna Dental HMO

If you have a concern about your dental office or the Cigna Dental HMO, call **1 (800) Cigna24 (1 (800) 244-6224)** and explain your concern to a Customer Service representative. You can also express that concern to Cigna Dental in writing. Most matters can be resolved with the initial telephone call. If more time is needed to review or investigate your concern, Cigna Dental will respond to you as soon as possible, usually by the end of the next business day, but in any case within 30 days.

If you are not satisfied with the results of a coverage decision, you may start the appeals procedure.

Cigna Dental has a two-step appeals procedure for coverage decisions. To initiate an appeal, you must submit a request in writing to the Cigna Dental HMO within one year from the date of the initial Cigna Dental decision. You should state the reason why you believe your request should be approved and include any information supporting your request. If you are unable or choose not to write, you can ask Customer Service to register your appeal by calling **1 (800) Cigna24 (1 (800) 244-6224)**.

### Important COVID-19-Related Changes that Extend Claims and Appeals Deadlines

On May 4, 2020, the U.S. Departments of Labor and the Treasury (the Agencies) issued guidance that temporarily extends the deadlines in place for certain benefit changes and processes associated with election, notification, payment and claims/appeals in connection with COVID-19, which was deemed a national emergency on March 1, 2020 (the National Emergency). To protect individuals from losing benefits, the Agencies extended deadlines that might have been missed during the National Emergency, which ended on May 11, 2023. The temporary extension of the deadlines expired on July 10, 2023, 60 days after the end of the National Emergency.

If your deadline to file a claim or appeal occurred during the National Emergency (March 1, 2020 - May 11, 2023) and you have exceeded the deadlines outlined in your plan documents or denial notification, you may have additional time to submit your claim or appeal.

For more information, contact your dental plan Claims Administrator to obtain a claims appeal form. For claims regarding eligibility or enrollment in a plan, call the Citi Benefits Center through ConnectOne at **1 (800) 881-3938**. See the *For More Information* section for detailed instructions, including TDD and international assistance.

### *Cigna Dental HMO First-Level Appeal*

Your first-level appeal will be considered and the resolution made by someone not involved in the initial decision or occurrence. Issues involving dental necessity or clinical appropriateness will be considered by a dental professional.

If your appeal concerns a denied precertification, Cigna Dental will respond with a decision within 15 calendar days after your appeal is received. For appeals concerning all other coverage issues, Cigna Dental will respond with a decision within 30 calendar days after your request is received. If Cigna Dental needs more information to make your first-level appeal decision, it will notify you in writing to request an extension of up to 15 calendar days and to specify any additional information needed to complete the review.

- For *New Jersey* residents: Cigna Dental will respond in writing within 15 working days.
- For *Colorado* residents: Cigna Dental will respond within 20 working days.
- For *Nebraska* residents: Cigna Dental will respond within 15 working days if your complaint involves an adverse determination.

If you are not satisfied with the decision, you may request a level-two appeal.

### *Cigna Dental HMO Second-Level Appeal*

To initiate a second-level appeal, follow the same process required for a first-level appeal. Your second-level appeal will be reviewed and a decision made by someone not involved in the first-level appeal. For appeals involving dental necessity or clinical appropriateness, the decision will be made by a dentist. If specialty care is in dispute, the appeal will be conducted by a dentist in the same or similar specialty as the care under review. The second-level appeal process does not apply to resolutions made solely on the basis that the Plan does not provide benefits for the service performed or requested.

The review will be completed within 30 calendar days. If Cigna Dental needs more information to complete the appeal, it will notify you in writing to request an extension of up to 15 calendar days and to specify any additional information needed to complete the review. The decision will include the specific contractual or clinical reasons for the decision, as applicable.

### *Cigna Dental HMO Expedited Appeal*

You may request that the complaint or appeal resolution be expedited if the time frames under the above process would seriously jeopardize your life, health or ability to regain the dental functionality that existed prior to the onset of your current condition. A dental professional, in consultation with the treating dentist, will decide if an expedited review is necessary. When a review is expedited, the Plan will respond orally with a decision within 72 hours, followed up in writing.

- For *Maryland* residents: Cigna Dental will respond within 24 hours.
- For *Texas* residents: Cigna Dental will respond within one business day.

## Dental

If you do not agree with the Final Internal Adverse Benefit Determination on review, you have the right to bring a civil action under Section 502(a) of ERISA, provided that you file any lawsuit or similar enforcement proceeding, commenced in any forum, within 12 consecutive months after the date of receiving a final determination on review of your claim or, if earlier, within two years from the date on which you were aware, or should have been aware, of the claim at issue in the suit.

The two-year limitation shall be increased by any time a claim or appeal on the issue is under consideration by the appropriate fiduciary. If any different period to begin suit is specified in an insurance contract forming part of the Plans or any shorter period is specified in the rules of the Claims Administrator, that period will apply to proceedings against the insurer or with regard to the ruling of that Claims Administrator, respectively.

### *Cigna Dental HMO Independent Review*

The independent review procedure is a voluntary program arranged by Cigna Dental and is not available in all areas. Call Cigna Dental at **1 (800) Cigna24 (1 (800) 244-6224)** for details.

### *Appeals to the State*

You have the right to contact your state's Department of Insurance or Department of Health for assistance at any time.

Cigna Dental will not cancel or refuse to renew coverage because you or your dependent has filed a complaint or appealed a decision made by Cigna Dental. You have the right to file suit in a court of law for any claim involving the professional treatment performed by a dentist.