

Special Healthcare Needs Program



Special Healthcare Needs (SHCN) Program

A new program for employees and dependents with special healthcare needs designed with the following goals:

Improve Access to Care

Customers with SCHNs require access to a professional dental team with experience and expertise as well as access to a dentist who provides care to those with SCHNs.

Improve Outcomes

Lack of preventive and timely therapeutic oral care may increase the need for more costly care and exacerbate systemic health.

Increase Satisfaction

Tailored solution for those with SCHNs designed to remove financial barriers to care and improve access and outcomes, driving overall satisfaction.

Understand Need

Employees & dependents with SCHNs are unique and may require specialized, multidisciplinary oral care. Additional dental visits and time may also be necessary.

Offer Education & Resources

Cigna is developing anticipatory guidance for customers and caregivers as well as educational materials for dental providers.

We empower and walk with SHCN customers through every step of their oral health journey.



Enrollment

SHCN Enrollment Form

1

Eligible customers or their caregivers may complete a Special Healthcare Needs Enrollment Form.

Once the form is processed and the customer is enrolled in the program, a "Welcome Letter" will be mailed to the customer.



Activation and plan use

Enhanced dental benefits and reimbursements

2

Once enrolled, the customer visits their dentist to obtain care.

Coinsurance, copayment and/or deductibles are payable at the time of service.

In-network dentist submits claim to Cigna. (If dentist is not in-network, the customer may need to submit a claim).

Cigna processes the claim according to traditional plan benefits then the new SHCN program.

Eligible reimbursements mailed directly to customer.



Education/Resources

Helping customers with SHCNs maintain good health

3

Guidance and resources will be available and shared with customers and caregivers.

Explore opportunities to centralize dental education and resources.

Special Healthcare Needs Program Details

Eligible Customers: American Academy of Pediatric Dentistry (AAPD) defines special healthcare needs as “any physical, developmental, mental, sensory, behavioral, cognitive, or emotional impairment or limiting condition that requires medical management, healthcare intervention, and/or use of specialized services or programs.”

Dental Service	Codes	Enhancement
Exams	D0120, D0145, D0150, D0180	One (1) Additional Per Benefit Year
Cleanings	D1110, D1120, D4346, D4910	One (1) Additional Per Benefit Year
Fluoride	D1206, D1208	Remove Age Limitation Once Per Benefit Year
General Anesthesia/IV Sedation	D9222, D9223, D9239, D9243	Covered when Completed in Conjunction with a Covered Service
Dental Case Management – Patients with Special HealthCare Needs	D9997	Covered up to Four (4) Per Benefit Year



Questions