

## **Cigna launches at-home oral health screenings for dental customers**

Cigna Healthcare is making at-home oral health scans available to its dental customers at no cost.

The screenings use SmartScan technology and can be done through a mobile phone. The scans screen customers for potential dental health problems, including cavities and gum disease, according to an Aug. 17 news release from Cigna.

The customer takes five guided photos of their teeth and mouth, which are then analyzed by SmartScan and reviewed by a dentist in the Cigna network.

The service is part of Cigna Dental Health Connect, which is available to more than 16.5 million Cigna customers, the release said.

Members can receive a preliminary oral health assessment by taking and submitting five photos of their teeth using a smartphone, following simple instructions provided. SmartScan uses artificial intelligence and data-driven algorithms to analyze the photos for any potential dental issues such as plaque buildup, possible cavities, or tooth damage. The photos are also reviewed by a Cigna Healthcare network dentist. Members can also set up a virtual dentist appointment to review results, answer questions and discuss any treatment options.

Dr. Sun stressed that SmartScan is not a replacement for a dental examination, but it is very useful in informing members of potential dental problems, and the importance to seek care. He added that having the option to access a virtual dentist can help members alleviate their concerns so they can connect to the in-person care they need.

SmartScan is available at no cost through a partnership between Cigna Healthcare and Dental.com, the developer of the online tool. Members can access and use SmartScan at any time and as often as they like, by visiting [dental.com/cigna](https://dental.com/cigna)This link will open in a new tab. using their smartphone web browser, with no app download required.

SmartScan is not just for people who are reluctant to see a dentist. “Members who have regular dental checkups can use the tool between appointments whenever they experience any tooth pain or discomfort, or to continuously monitor the status of their oral health,” Dr. Sun said.

<https://newsroom.cigna.com/new-online-tool-provides-picture-of-oral-health>

## **Aetna partners with Oral Health Kansas to support access to dental care**

TOPEKA, Kan. — Aetna Better Health of Kansas announced Tuesday that Aetna has donated \$30,000 to Oral Health Kansas, Inc., to help support its Pathways to Oral Health: Education Initiatives for Accessible Dental Care (Pathways) program aimed at increasing dental care for individuals with disabilities. Oral Health Kansas works with partners to create a culture that values oral health as a part of overall health for Kansans.

Kansas University Medical Center Project ECHO (Extension for Community Healthcare Outcomes) will partner with Oral Health Kansas on the Pathways program to provide training for dentists, hygienists, case managers and other health care professionals on the unique oral health needs of those with intellectual and developmental disabilities (IDD). The goal of the Project ECHO training is to increase participants' ability to treat and manage complex health care challenges in their own communities. The donation will help sustain the five-session, continuing-education series offered to participants at no-cost.

"Kansans with a disability were more likely to not receive oral health care in the past 12 months than Kansans without a disability," said Jane Brown, CEO of Aetna Better Health of Kansas. "Our support of this vital program could help eliminate that barrier to care in every Kansas community."

Tanya Dorf-Brunner, executive director of Oral Health Kansas, added, "A lack of preventive dental care on a regular basis can lead to more serious oral health problems, higher medical costs and an increased chance of disease. The better we train providers, the better we can care for our communities."

The donation also will support Oral Health Kansas' Feeling Good About Your Smile program — an oral health workshop for adults with disabilities and their caregivers. The 60-minute session includes colorful slides, hands-on activities and a free toothbrush and toothpaste. Attendees will have fun while gaining the knowledge and confidence they need to adopt healthy behaviors that improve oral health.

Since 2021, Aetna has donated more than \$330,000 to various community-based organizations across the state to positively impact population health and provide those in need with more options to access quality health care.

***Aetna released information on ranking in the J.D. Power study. Delta Dental does not appear in the rankings because the System is comprised of 39 independently owned and operated companies and therefore, cannot rank in a national study of this kind based on the methodology used. DDPA released a detailed memo to the Board with rationale for why the Delta Dental System is not in the study. If you would like the details, please contact me.***

Here Is the Top-Rated Dental Insurer in America in 2023

Aetna Dental gets the highest customer satisfaction rankings of any insurer offering coverage of your teeth, according to J.D. Power's 2023 U.S. Dental Plan Satisfaction Study.

In addition, consumers are much happier with dental insurance plans as a group than they were in 2022. On the study's 1,000-point scale, the average overall customer satisfaction score for 2023 was 782, which is a jump of 18 points compared with the previous year. By contrast, the customer satisfaction score for 2022 was a decline of 15 points from the year before. In ranking dental insurance plan providers for overall customer satisfaction, J.D. Power considered five factors.

Listed in order of importance, they are: Cost, Plan coverage, Communication, Customer service and Claims and reimbursement.

Four dental plan providers earned above-average overall customer satisfaction scores. The top plans in the report, and their scores, are:

Aetna Dental: 816 out of 1,000 points

Humana Dental: 809

United Concordia Dental: 796

DentaQuest: 794

On the other hand, five providers earned below-average scores for overall customer satisfaction. They are:

MetLife Dental: 775

UnitedHealthcare Dental: 775

Cigna: 770

Guardian Access Dental/Premier: 770

Ameritas: 740

The report was based on responses from 1,411 dental plan members.

J.D. Power noted that dental insurers saw the biggest improvement over last year's study in communication and plan coverage scores.

In a summary of the findings, Christopher Lis, managing director of global health care intelligence at J.D. Power, says:

"Customers want to make sure they know their deductibles and coverage benefits — with full transparency on out-of-pocket costs. The efforts of health plans like Aetna and Humana to inform and educate insureds have not gone unnoticed and are reflected in their higher overall satisfaction scores." Despite the improved customer satisfaction numbers, dental insurance is not for everybody.

<https://www.msn.com/en-us/money/insurance/here-is-the-top-rated-dental-insurer-in-america-in-2023/ar-AA1fv2Cy>