

AutoEnroll

Processing Dental Monthly Switch

AutoEnroll interfaces with a number of different carrier systems and each carrier's reporting requirements and processes can vary. If you have an Aetna, CIGNA, or Guardian dental monthly switch option plan, please review the following to ensure your employee's dental plan and provider requests are updated correctly.

Aetna Freedom of Choice Dental

The following changes **cannot** be processed through AutoEnroll:

- Changing primary care dentist (PCD)
- Switching between the DMO and PPO under the Aetna Freedom of Choice product

Aetna will only accept these member level changes directly from the member. If this information is entered into AutoEnroll after the member's initial enrollment, the information will not feed over to the carrier to update the member's file. Members must contact Aetna directly at the toll-free number on their ID card when making PCD changes or when switching between the DMO and PPO plans.

CIGNAFlex Advantage Dental

The following changes **cannot** be processed through AutoEnroll:

- Changing primary care dentist (PCD)
- Switching between the DHMO and DPPO under the CIGNAFlex Advantage product

CIGNA will only accept these member level changes directly from the member. If this information is entered into AutoEnroll after the member's initial enrollment, the information will not feed over to the carrier to update the member's file. Members must contact CIGNA directly at the toll-free number on their ID card when making PCD changes or when switching between the DHMO and DPPO plans.

Guardian Dental Monthly Switch Option

The following change **must** be processed through AutoEnroll:

- Switching between the DHMO and PPO under the monthly switch option plan

Member level plan changes for Guardian dental electronically feeds to the carrier via AutoEnroll. If a member contacts Guardian directly to switch their dental plan option, their election will be overwritten by the information currently in AutoEnroll. It is vitally important that dental plan switches between the DHMO and PPO be updated in AutoEnroll for them to reflect correctly in the carrier's system.

Members should continue to contact Guardian directly to report a primary care dentist (PCD) change. If a PCD change is entered into AutoEnroll after the member's initial enrollment, the information will not feed over to the carrier to update the member's file.