

DMO

Important Enrollment Information

If you elect the DMO, you must select a primary care dentist (PCD) for each covered family member. **DMO is not available in all states. See below for a complete list of states where the DMO is available.**

How do I select a primary care dentist (PCD)?

Visit Aetna's DocFind online directory or call Aetna member services at 1-877-238-6200.

DocFind instructions:

1. Visit cbia.com/dental and click the DocFind link
2. Go to the General Search section
3. Provider Category> Choose Dental Providers
4. Provider Type> Choose Primary Care Dentists
5. Plan> Under DMO Managed Dental select Dental Maintenance Organization (DMO)

How do I know if my selected dentist is accepting new patients?

You should call your PCD of choice to confirm that he/she is accepting new DMO patients. *This applies even if you are an existing patient of that dentist.*

Please explain the "dental roster" to me.

The roster is a list of enrolled DMO patients that each PCD receives from Aetna each month. Some dentists will only schedule or treat patients whose names appear on the roster. If your enrollment in the DMO is not received and reflected in Aetna's system by the 24th of the month prior to the effective date, your name will not be included on the provider roster until the following month. As a result you may experience a delay in receiving care.

What if my name is not on the roster but I need non-routine (emergency) care?

If non-routine (emergency) care is required and you are not on the provider roster or unable to get an appointment with your PCD, please contact Aetna Member Services at 1-877-238-6200 for assistance. In many cases, a Member Services Representative can assist you with scheduling an appointment to ensure your non-routine care can be obtained in a timely manner.

Aetna DMO Availability (as of 1/1/2011)

Arizona
California
Colorado
Connecticut
District of Columbia
Delaware
Florida
Georgia
Illinois
Indiana
Iowa
Kansas
Kentucky
Maryland
Massachusetts
Michigan
Minnesota
Missouri
Nevada
New Jersey
New York
North Carolina
Ohio
Oklahoma
Oregon
Pennsylvania
Rhode Island
Tennessee
Texas
Virginia
Washington
Wisconsin

DMO is not available in the following states

Alabama
Alaska
Arkansas
Hawaii
Idaho
Louisiana
Maine
Mississippi
Montana
Nebraska
New Hampshire
New Mexico
North Dakota
South Carolina
South Dakota
Utah
Vermont
West Virginia
Wyoming