

# COMPANY PROFILE

## Cigna Insurance Company



### Purpose of This Document

We post a Company Profile for each Colorado Stand Alone Dental Plan (SADP) selling dental insurance on Connect for Health Colorado. It will give you information about the dental network and unique product offerings and programs so you can compare dental plans while you shop for insurance coverage.

### Company Summary

Cigna Healthcare is a global health service company with 190+ million customer and patient relationships around the world and more than 70,000 employees worldwide. As your partner in total health and wellness, we're available for our customers 24/7 with an expansive network built to help them meet their health goals.

We trace our roots back more than 200 years, but we became the company you know today in 1982 with the merger of INA Corporation and Connecticut General Corporation.

Cigna Healthcare offers medical, dental, and pharmacy benefits to individuals and families residing in Colorado. Plan availability varies by area.

### Company Statistics

**Founded In:** 1982

**Website:** [www.Cigna.com](http://www.Cigna.com)

**Coverage Area:** For full county listing, see:  
[www.Cigna.com/mydental](http://www.Cigna.com/mydental)

*Coverage area shows the area where a health insurance plan accepts members.*

**Colorado Membership (2023 Membership):**

**Individual Members:** 16,184

### Company at a Glance

- At Cigna, we're more than a health insurance company. We are your partner in total health and wellness.
- As a global health service company, Cigna Healthcare's mission is to improve the health, well-being, and peace of mind of those we serve by making health care affordable, predictable, and simple.

### Network Summary

View our online Provider Directory at <https://hcpdirectory.cigna.com/web/public/consumer/directory> to find a dentist in the Cigna DPPO Advantage or Total network near you.

# Dental Company Profile

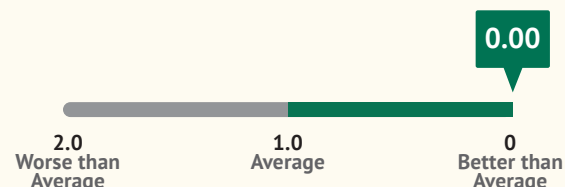


## Confirmed Complaints

### Confirmed Complaints: 0

People complain to the Colorado Division of Insurance (DOI) about things like claims handling, cancellation of a policy or a premium refund. In a “confirmed complaint,” the DOI decided the insurance company did not follow the state insurance law or regulation, a federal requirement, or the terms and conditions of an insurance policy or certificate they sold. Confirmed complaints come from people in all group sizes, not just individual plans like those available at Connect for Health Colorado.

## Consumer Complaint Index



The complaint index shows how often people complain about their health insurance company compared to other companies. These numbers are adjusted for the size of the company and how many policy holders it has in Colorado. A company's total number of complaints divided by its total premium income for a specific insurance product is the complaint index. The average is 1.0. An index greater than 1.0 means more people complained about **Cigna Insurance Company** than other companies.

Source: 2021 Colorado DORA Division of Insurance Online Complaint Report

## Unique Offerings and Programs

### What We Do:

Our mission is to improve the health, well-being, and peace of mind of those we serve by making health care affordable, predictable, and simple.

### How We Do It:

- We make it easy to get care – letting customers choose how, when, and where they want it.
- We make health care more affordable by partnering with providers who provide quality, cost-effective care.
- Our goal is to provide those we serve with comprehensive health care coverage with “no surprises.”
- This coordinated approach to whole-personal health improves health and lowers costs.

## Additional Detail

You can search, compare and assess providers, and other health care facilities using these tools:  
[ConnectForHealthCo.com/resources/find-right-plan/dental-options](https://ConnectForHealthCo.com/resources/find-right-plan/dental-options)

# Dental Company Profile



## Awards and Recognition

Here are some recent awards:

- Number 14 on DiversityInc's Top Companies for DEI- up 10 spots year-over-year (2023)
- Ranked Number 1 in healthcare for protecting customer privacy (2023)
- 100% on the Disability Equality Index – eight years in a row (2022)

For more information about Cigna's awards and recognition please visit:  
<https://newsroom.thecignagroup.com/awards-recognition>

## In The Community

Our approach to corporate responsibility, Cigna Connects, demonstrates how Cigna Healthcare works to positively impact the health of people, communities, and the environment. Through Cigna Connects, we serve as a catalyst of action and a convener of stakeholders to make important differences in the health community.

Our environmental, social, and governance (ESG) approach is structured around three areas: Health and Well-Being, the Environment, and Responsible and Inclusive Business. Focusing on whole-person health, leveraging data, and targeting innovative partnerships, we invest in the health of our communities through charitable giving and employee volunteerism. Through partnerships with government, communities, nonprofit groups and others, we bring innovative solutions and respond to business and community needs in ways that are sustainable, scalable, and effective.

View our corporate responsibility report to learn more:

<https://www.cigna.com/about-us/corporate-responsibility>