



Metropolitan Transportation Authority

Business Service Center

«Date»

«First Name» «Last Name»

«Address_1» «Address_2»

«City», «State» «Postal»

RE: Change in your Dental Plan Effective October 1, 2020

Dear «First Name» «Last Name»:

As of October 1, 2020, your MTA New York City Transit, Manhattan and Bronx Surface Transportation Authority, MTA Bus Company, or Staten Island Rapid Transit Operating Authority dental benefit currently administered by MetLife, The Dental Shop (Plan B), American Dental (Plan A) and Dentcare/HealthPlex will be administered by Cigna Dental, as agreed to in your union's applicable collective bargaining agreement.

To ease the administration of your dental benefits, your current coverage will be automatically mapped to Cigna Dental as shown in the chart below. If you want to change your plan, please contact the MTA Business Service Center (BSC) no later than **September 16, 2020**. Your next opportunity to change your plan will be during the fall 2020 Annual Open Enrollment period; a change will be effective January 1, 2021.

Plan Type	Current Dental Plan	Mapped:	Cigna Dental Plans Effective 10/1/2020
Fee for Service	MetLife	to	Cigna DPPO Dental
PPO	Plan B or MetLife	to	Cigna DPPO Dental
DHMO	Plan A or Dentcare/HealthPlex	to	Cigna Dental Care (DHMO)

The plans will be called Cigna Dental Preferred Provider Organization (DPPO) and Cigna Dental Care (Dental Health Maintenance Organization referred to as DHMO). Shortly you will receive additional information in the mail from Cigna Dental. It is extremely important that you review the information from Cigna Dental, which will include the following:

- Welcome package
- A **Benefits Overview and Quick Reference Guide** based on your new Dental plan.
- Instructions on how to determine if your current dental provider is in the DPPO or the DHMO network.
- Your new ID card, mailed separately

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Note: If you are in the DHMO plan, you must select an in-network provider. Directions on how to do so will be provided in the mail you receive from Cigna Dental.

Any questions you may have about the Cigna Dental plans will be answered in the letters you will receive from Cigna Dental. If you have any additional questions such as updating your address or telephone number, please contact the MTA Business Service Center at 646.376.0123, Monday through Friday, 8:30 a.m. to 5 p.m.

Sincerely,

MTA Business Service Center
Benefits Department