

# DMO FAQs

## Frequently Asked Questions

### Dental Maintenance Organization (DMO)

<b>If I'm currently enrolled in the Aetna<sup>®</sup> DPO/DMO plan, do I need to do anything to keep my dental benefits?</b>	No action is required.
<b>I am currently enrolled in another DPO/DMO with the State that is no longer being offered for 2025. What do I need to do to keep my coverage?</b>	You will automatically be moved from your current plan to the Aetna DPO/DMO Plan. The Aetna plan offers the same level of coverage and benefits offerings as your current plan.
<b>If I'm moving from another DMO carrier that is no longer offered, do I need to do anything before seeking dental care?</b>	Yes, you need to select a Primary Care Dentist (PCD) before receiving any dental care under the DMO plan. You can do this by visiting <b>AetnaStateNJ.com</b> and creating an account. You can also call us at <b>1-877-782-8365 (TTY: 711)</b> for assistance in finding a provider.
<b>What do I need to do if my PCD is not participating in Aetna's DMO?</b>	Pick a PCD from the Aetna network using our online directory at <b>AetnaStateNJ.com</b> or contact member services at <b>1-877-782-8365 (TTY: 711)</b> for assistance in selecting a PCD.
<b>What if I do not select a new Primary Care Dentist and have a dental emergency?</b>	Call our member services and they will help you find a provider who can see you on an emergency basis.
<b>How will orthodontia claims be handled if we've already started treatment with another carrier?</b>	In most cases, Aetna will pick up benefits where your prior carrier left off (taking into account any plan maximums and copayments already incurred). To continue services, make sure your provider participates in the Aetna DPO/DMO Plan. Visit <b>AetnaStateNJ.com</b> to search for providers, or call us at <b>1-877-782-8365 (TTY: 711)</b> to ask questions regarding your individualized care needs.
<b>What if my provider does not participate with Aetna and I do not want to change?</b>	During this annual enrollment you have the option of selecting the Dental Expense Plan (DEP). With the Aetna Dental Expense Plan, you can see any provider in or out of network.



#### Questions?

Call **Aetna Dental Member Services** at **1-877-782-8365 (TTY: 711)**, Monday through Friday, 8 AM to 6 PM ET.

Not all services are covered. See plan documents for a complete description of benefits, exclusions and limitations of coverage. Plan features and availability may vary by location and are subject to change.

Providers are independent contractors and are not agents of Aetna. Provider participation may change without notice. Refer to **Aetna.com** for more information about Aetna<sup>®</sup> plans.

[Aetna.com](https://www.aetna.com)

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