



Dental.com Frequently Asked Question for Aetna Dental® Members

What does the Dental.com Smart Scan do and why should I use it?

Smart Scan is a new and no-cost screening service available to Aetna Dental® plan members which allows you to better understand the overall health of your mouth and teeth.

Receiving a live status of your oral health can help identify potential problem areas to be handled before it becomes serious, gives you a peace of mind, and provides you with tips and product recommendations to maintain your good oral health or to treat an identified condition.

What happens after I upload my photos using the Smart Scan?

- I. Once the photos are uploaded to Smart Scan via Dental.com, the following occurs:
- II. Each photo is examined by Artificial Intelligence (AI) to determine potential cavities or areas of concern
- III. An Aetna Dental network dentist reviews the pictures and the AI data
- IV. A final score is determined and posted on your dashboard like a grade on a report card – score 1 through 100 (100 being the best)
- V. The AI software will identify problem areas and specific conditions to be addressed (if any exist)
- VI. Product suggestions to treat your condition(s) and/or maintain good oral hygiene will be recommended and tailored based on your results
- VII. Detailed suggestions on how to improve or maintain your oral health and hygiene will also be made available
- VIII. If you would like to speak directly with a dentist to review the results, you can do so by selecting to “See a Dentist Now” from your member dashboard

Who is eligible to use the Dental.com services?

Members with a PPO plan can use the Smart Scan, see a provider, and get a second opinion and will be covered under their plan. Members with a DMO plan can use the Smart Scan at no cost but will need to pay out of pocket for a virtual visit and second opinion.

Does the Smart Scan and video consultation cost me anything out of pocket or is it a covered benefit?

The Smart Scan with clinical summary and product recommendation feature is no cost to the member – no matter if you are on a PPO or DMO plan. The video consultation is a covered benefit for members on a PPO (it does not count against a preventive visit exam, but rather toward a problem-focused exam). The cost for the video consultation for members on a DMO or those that want to pay out of pocket is \$59.

How do I use the Smart Scan tool?

Please watch this short video to learn how to use Smart Scan for your oral health report: [Smart Scan Video](#). The entire Smart Scan process takes less than 5 minutes.

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Will my AI Scan Pictures, results, findings, or product recommendations be shared with any third parties without my consent?

Dental.com is HIPAA compliant and individual customer details are not shared with your employer, Aetna®, or any third parties.

Can I use my AETNA20* discount code on the recommended CVS Health® Oral Care products?

Yes. The AETNA20 discount code can be applied to most of the recommended products through the Smart Scan member dashboard – please remember to add AETNA20 at checkout. The AETNA20 discount code can only be used on the CVS® website.

*** FOR 20% OFF CVS HEALTH ORAL CARE & LISTERINE OFFER:** Offer available online only. Expires December 31, 2024 at 11:59 PM ET. CVS® and Aetna® are part of the CVS Health® family of companies. Aetna members can receive 20% off select CVS Health oral health products and Listerine® products by entering code AETNA20 at checkout. This promotion can be combined with another product sale running at the same time. Savings are not transferable. No cash back. Tax charged on pre-coupon price where required. Tax and shipping charges are not applicable towards your order total. Free 1 to 4 day shipping applies to a nonprescription order that totals \$35 or more after all discounts have been applied. Learn more about 1 to 4 day shipping. CVS Pharmacy® reserves the right to make changes to or terminate this offer at any time.

Dental policies and plans are insured and/or administered by Aetna Life Insurance Company (Aetna). In Texas, the dental Preferred Provider Organization (PPO) is known as the Participating Dental Network (PDN).

DMO plans are insured by Aetna Life Insurance Company, Aetna Dental Inc., Aetna Dental of California Inc. and/or Aetna Health Inc. (Aetna). Each insurer has sole financial responsibility for its own products. 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® plans.

Aetna is part of the CVS Health® family of companies.