

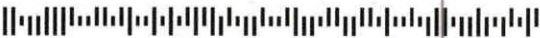
002025 5317488 01/01

CIGNA DENTAL
P.O. BOX 188037
CHATTANOOGA, TN 37422
Customer Review



July 23, 2025

For Customer Service
1.800.Cigna24 (1.800.244.6224)
www.cignaforhcp.com



AMARDEEP GILL AND REYMOND BAUTISTA DENTAL
CORPORAT
170 EL CERRITO PLZ
EL CERRITO, CA 94530

Subscriber: Kirk Essler
Patient Name: Kirk Essler
ID Number: 795988048
Claim ID: D252006048990
Claim Number: 01 029 001
Group Number: 4700127
Account: CA INDIVIDUAL

Dear Amardeep Gill And Reymond Bautista Dental Corporat,

We need some more information to process this claim. Please read this entire letter for details about what is missing.

We received a claim on July 19, 2025 for your patient Kirk Essler. The claim is for services that were performed on the date(s) listed below. Unfortunately, we cannot process this claim without additional information.

Date of prior placement and reason for replacement:

Please provide the following information:

- Prior placement date
- Replacement reason



Date Service Completed	Tooth No.	Procedure Code	Provider Fee
07/17/2025	02	D2740	\$2,378.00
07/17/2025		D9430	\$102.00
07/17/2025	02	D2950	\$380.00

Please send the requested information as soon as possible to the Cigna return address above.

For your convenience, we have allotted space at the bottom of this letter where you can respond to our request. If additional information beyond a written response is needed, please remit that information with this letter and make sure to include the Claim ID on each additional document. No further action will be taken until this information is received. If we don't receive the information, we will have to close the claim.

All Cigna products and services are provided exclusively by or through operating subsidiaries of Cigna Corporation, including Cigna Health and Life Insurance Company, Connecticut General Life Insurance Company, Cigna Dental Health, Inc., Cigna Healthcare of Georgia, Inc., HealthSpring Life & Health Insurance Company, Inc., HealthSpring of Florida, Cigna Healthcare of South Carolina, Inc., Cigna Healthcare of North Carolina, Inc., Cigna Healthcare of Colorado, Inc., Cigna Healthcare of Arizona, Inc., Cigna Healthcare of Connecticut, Inc. The Cigna name, logo, and other Cigna marks are owned by Cigna Intellectual Property, Inc.

Thank you for your continued commitment to delivering oral health care to our customers and your prompt attention to this matter.

Sincerely,

Cigna Dental

Did You Know?

You can use one of Cigna's electronic data interchange (EDI) options to send, view, and track claims? Submitting dental claims electronically can help you save time, money, and improve claim processing accuracy. For the list of EDI vendors and the transactions they support, visit Cigna.com/EDI vendors.

Provider Response:

old crown came off - decay and open margin noted
prior placement date 08/2010