



Frequently Asked Questions (FAQs) Dental Credit (Cigna DHMO & Delta Dental) July 26, 2022

Q1: What do I do if the virtual card link is not working?

Send an email to flex.emailsupport@doas.ga.gov and provide the following details.

1. If there is an error message, provide a screen print of the error.
2. What is the name of the browser you are using?
3. Is the link for Cigna DHMO or Delta Dental? Please indicate.
4. Is this your first time trying to access the link?

Q2: Who do I contact if the card is declined?

First, check your balance online or via phone. If the balance is not zero, then send an email to flex.emailsupport@doas.ga.gov

- Telephone number to check balance 1-800-422-1992
- North Lane Customer Service <https://login.northlane.com/contactus>

Q3: How do I request a plastic card?

To request a plastic card, you will need to have your account/card number and your zip code. To request a plastic card, call North Lane at 1-800-422-1992 or make this request on the website from their virtual payment link.

Q4: How do I get my virtual card information?

Register your card by clicking on the link sent to you via email from North Lane. Once you register your card, you will have access to view your card number, expiration date and security code. You will have access to account activity on the My Account Tab and Shop tab. You will also have an option to request a plastic card.

Q5: Do I have to pay fees for the card?

Subject to applicable law, a monthly maintenance fee will be charged to your card each month, starting on the sixth month after the issuance of the initial card (and regardless of whether any replacement card is issued). However, the monthly maintenance fee will not be charged in a month if: (1) money has been added to your card in the preceding 90 days, or (2) your card has been used to make a purchase in the preceding 90 days.

Q6: Can I cancel my card?

Yes. Please be sure to have your card number available. Call North Lane Customer Service at 1-800-439-9568.

Q7: I cannot use my card on Amazon.

Your card may have a restriction to make purchases. If your card is declined, call North Lane Customer Service at 1-800-439-9568.

Q8: How do I find out if I am eligible for the dental credit?

The Cigna DHMO credit issued by North Lane only applies to Non-PeopleSoft (Teamwork's) employees. Employees that had Cigna DHMO as of May 2020 will receive a \$39 credit. Employees will receive either a "virtual" card or a plastic card. Teamwork's employees received the credit in their paychecks in November 2020.

All Delta Dental PPO participants with coverage in August and/or September 2020 will be issued a \$29 "virtual" card through North Lane.

Q9: How do I know if I will get a plastic card or a virtual card?

If the employee has a valid email address in GaBreeze, then they will receive a virtual card. If an invalid email address or no email address is in GaBreeze, then they will receive a plastic card via the mail.

Q10: How long does it take to get a plastic card?

It takes 7-10 business days.

Q11: Is the dental credit email I received a scam?

No. This is not a scam. This is a legitimate email from North Lane pertaining to the dental credits. Cigna DHMO and Delta Dental issued credits to the State of Georgia because there was a reduction in utilization in 2020 due to COVID-19. The participants eligible for the credits included active employees, retirees, and COBRA beneficiaries.

Q12: I have not received my dental credit.

All cards for Cigna DHMO and Delta Dental (Plastic and Virtual) have not been processed. If you do not receive your card by August 1, 2022, and you are eligible to receive the credit, send an email to flex.emailsupport@doas.ga.gov.

Q13: How can I speak with a representative at North Lane?

Call North Lane Customer Service at 1-800-439-9568.

Q14: I have a virtual card, but I also received a plastic card in the mail that I did not request. Which card should I use?

Since the number on both cards is the same, you can use either card.

Q15: I would like a check instead of a card.

Checks are not offered for the dental credit.