



**Using your benefits**

- Your health care facility/doctor may ask you to pay in full and file a claim with us for reimbursement.
- Your health care facility/doctor may be familiar with Cigna and willing to bill us directly.

**Questions? Contact us!**

- Please use the phone numbers on the back of your customer card.
  - Visit our website
  - CignaEnvoy.com
- Our website has a wealth of information to help you make the most out of your benefits. You can also use our website to send us emails.



Cigna  
Attn: Mail Operations  
300 Bellevue Parkway  
Wilmington, DE 19809



**Here are your health care customer cards**  
Please present this card when you seek services from a health care facility/doctor.

**INTENTIONALLY BLANK**



**ID Number:**  
**Name:**  
**Acct. Number:**  
**Acct. Name:**

RxGrp: 0737747      RxBIN: 017010      RxPCN: 05190000      Issuer: (80840)

To verify benefits, please see the contact information on the back of this card.  
BENDOC      Website: CignaEnvoy.com      No Referral Required

Preferred Care Network in the U.S.: **Cigna Healthcare OA Plus** Precertification for inpatient and outpatient services received in the U.S. is required. Network providers must call the toll-free number below to precertify services. You are responsible for ensuring that out-of-network providers precertify services. Failure to obtain precertification may affect your out-of-pocket costs. In an emergency, seek care immediately, then call your primary care provider for further assistance and directions on follow-up care within 48 hours.

**All benefits are subject to verification of eligibility, definitions, exclusions and contract limitations. Card possession does not certify eligibility for benefits. We encourage you to use a PCP as a valuable health resource and personal health advocate.**

**CUSTOMERS AND HEALTH CARE FACILITIES/DOCTORS:**  
**US HEALTH CARE FACILITIES/DOCTORS:** Payor ID# Cigna – 62308

**Fax claims:** +1.800.243.6998 or 302.797.3150

**Contact:** +1.800.441.2668 or 302.797.3100

**Mail claims:** Cigna International, P.O. Box 15050, Wilmington, DE 19850-5050 U.S.A.

**Online claims:** Visit CignaEnvoy.com to submit a claim online



**AWAY FROM HOME CARE**