



Supplemental Health Client Reference Guide

Account Management Team

Your dedicated account management team is your primary contact for all questions; escalated service requests; enrollment, renewal and financial management activities; adding new programs, etc.

Role	Name	Phone	Email
Account Manager Client relationship owner and strategic advisor. Responsible for overall Cigna performance and client satisfaction.	Danielle Maiers	303-681-4314	Danielle.Maiers@cigna.com
Account Analyst Supports Account Manager in the day to day administration including client inquiries, resolving service issues and enrollment fulfillment.	Sean Keefe	571-401-4701	Sean.Keefe@cigna.com

Additional Resources & Contacts

Function/Role	Phone	Email
Premium Service Representative – Your resource for Billing Inquiries		Cignasupplementalbilling@Cigna.com
Cigna Health Advocacy Services – Personal assistance with a range of healthcare and health insurance needs	866.799.2725 Available 24/7 365 days	
Cigna Healthy Rewards®	800.258.3312 For information on participating providers	Cigna.com/rewards (password: savings)
My Secure Advantage™	833.920.3895 Available Mon-Fri 9:00 AM-11:00 PM (ET)	cigna.mysecureadvantage.com (registration required)

Claim Submission

How to File a Claim

Members can submit a claim for Accidental Injury (AI), Critical Illness (CI) or Hospital Care (HC) using one of our five convenient options. In order for Cigna to process an employee's claim, a signed disclosure authorization may be required for non-wellness claims.

Claim & Disclosure Authorization forms are available for download online at: Cigna.com/customer-forms

Phone	Call (800) 754-3207 to speak to one of our dedicated customer service representatives
Online	Submit your claim online at: SuppHealthClaims.com
Fax	Send documents to: (866) 304-3001 or (866) 304-4307
Email	Send scanned documents to: SuppHealthClaims@cigna.com
Mail	Send completed documents to: Cigna Supplemental Health Solutions P.O. Box 188028 Chattanooga, TN 37422

<u>Eligibility and File Feeds</u>		<i>*Indicates the Preferred Method</i>	
Administration Type	File Feeds	Billing Type	Comments
*Self-Administered (SA)	*Claims Eligibility File (SA File Format)	*Monthly Remittance file submitted at the Summary Level	Preferred Cigna template.
	**TPAS fka Facilitated Admin. Full Eligibility File (Eligibility & Enrollment "ENE") <i>or</i> maintain eligibility via the Client Portal	Monthly Remittance file submitted at the Summary Level	
	*No File Feed	*Monthly Remittance file submitted at the Summary Level <i>or</i> update lives/volume monthly in the Client Portal	Address eligibility questions at time of claim. <i>Pre-approval required</i> for updating lives/volume in portal.
Cigna Administered	Simplified Eligibility & Enrollment File (SENE) for one time eligibility upload	List Billing	<i>Pre-approval required</i> for List Billing clients.
	**ENE File <i>or</i> maintain eligibility via the Client Portal		

***Available on an exception basis only!*

Making Payments

Cigna provides two convenient ways for you to pay your premium bills.

Pay by Check. Send your payments by mail to the following address. Please include the Cigna provided remittance template with your payment.

Life Insurance Company of North America
PO Box 782447
Philadelphia, PA 19178-2447

Pay by Wire (ACH). Send your payments electronically. For additional information, contact your Premium Service Rep. or e-mail them at CignaSupplementalBilling@cigna.com

Bank Name: **Wells Fargo, N.A.**

Account Name: **Life Insurance Company of North America**

Account Number: **4122270812**

ABA (Routing) Number: **121000248**

Online via Client Portal. Available for clients using the Client Portal.

Portability Notices

When employees terminate employment or lose eligibility, they may be eligible to continue their coverage through Cigna's portability program. Additional information regarding portability is available in your group policy.

Portability Administration team is available at **(800) 754-3207**. Press **4** for a Customer Service Representative.

Accidental Injury, Critical Illness, and Hospital Care plans or insurance policies are distributed exclusively by or through operating subsidiaries of Cigna Corporation, are administered by Cigna Health and Life Insurance Company, and are insured by either (i) Life Insurance Company of North America ("LINA") (Philadelphia, PA); or (ii) New York Life Group Insurance Company of NY ("NYLGICNY") (New York, NY), formerly known as Cigna Life Insurance Company of New York. The Cigna name, logo, and other Cigna marks are owned by Cigna Intellectual Property, Inc. LINA and NYLGICNY are not affiliates of Cigna.