

MASTERS, MATES AND PILOTS PLANS

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Revised For Correct Cigna Phone Number

Date: June 17, 2021
To: All Port Offices, UIG Offices, Pilot Branch Offices, AMG
From: Patrick McCullough, Administrator
Re: M.M.&P. Health & Benefit Plan New Cigna Network – Effective July 1, 2021

Please post this letter where all Participants may review.

ATTENTION HEALTH & BENEFIT PLAN PARTICIPANTS & DEPENDENTS:

The Trustees have agreed to transition from Cigna's PPO Network to **Cigna's Open Access Plus (OAP) network.**

- **Your benefits are not changing. Your identification number is not changing.**
- **Same Choice and Convenience** – Providers you have utilized under the PPO are also the providers you will access under the OAP. A side-by-side comparison of providers used by MM&P members from PPO to OAP returned a match of 99.9%.

New: Medical ID Cards Effective July 1, 2021

Due to COVID, the printing plant is backlogged and our new ID cards are scheduled to arrive in our office in early July. The Plan Office will mail your new ID cards, as soon as possible, and hope to have the ID cards to you by mid-July.

- Your new ID cards are delayed, and a copy of a temporary ID card memo is attached for you to use.
- Please print or copy the ID Card Memo, and present it to your providers at your appointments. You may also download the form at www.bridgedeck.org/health-benefit-forms

(Note: It is important for the member to take this letter to the provider so that the provider will know to expect the OAP reimbursement and not balance bill the member)

- Members who need to see a provider between July 1 and the time their new ID cards arrive should confirm the provider is in-network by calling Cigna at 800-768-4695, or by checking online at cignasharedadministration.com and selecting the OAP network (accessible any time) or mycigna.com (OAP accessible on/after 7/1).
- If provider calls MM&P for eligibility, claim or benefit information, the Plan Office phone advisor will advise the provider of the change to OAP effective 7/1/21.





Important Memo

(Temporary ID Card)

Re: Masters, Mates & Pilots Health & Benefit Plan

The purpose of this memo is to provide information regarding how to access your healthcare plan in the event that your permanent ID cards have not yet been received, or have been lost. You may use this memo when accessing care for medical services. If you or your service providers have additional questions, please call the appropriate telephone number listed below.

Medical Group #: 3333590

Effective July 1, 2021, your plan is changing from the Cigna PPO to the Cigna OAP. For members who were enrolled previously under the Cigna PPO, your identification number will not change and should be used to file claims. If you are new to the plan and have not yet received your member identification number, please use the primary insured's social security number to file the claim.

Medical Benefit Plan: Shared Administration Open Access Plus (OAP)

For Benefit, Eligibility and Claims Questions call the Benefit Office at 1-410-850-8500.

All inpatient services and selected outpatient procedures require precertification. Please call Cigna at 1-800-768-4695 for precertification.

To access the online provider directory on or after July 1, go to www.mycigna.com. Otherwise, please visit www.cignasharedadministration.com and select the OAP Provider Directory.

If you need assistance with locating an in-network provider, please call: 1-800-768-4695

Medical Claims Address:

Cigna
P. O. Box 188004
Chattanooga, TN 37422-8004

Electronic Medical Claims:

Cigna Payor 62308

If your permanent ID Cards are not received within 30 days, please contact the Benefit Office at 1-410-850-8500 to request cards.

AWAY FROM HOME CARE

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