



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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