

# Your insurance company is called <u>Cigna</u> <u>Administered by Oscar</u>. Cigna is your provider network and Oscar is the plan administrator.

Here are some helpful hints to share with your clients to assist if any provider issues come up:



## Always present your ID card.

Show the front and back of your physical ID card, or via the Oscar app, so that providers can gather all information they need to process your visit.



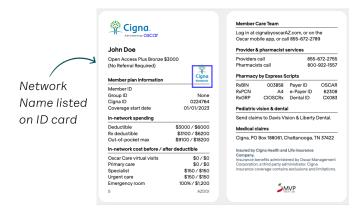
### Download the Oscar App

Download the Oscar app and get familiar with your Care Team. You can message them OR call them at **855-672-2789** and they can call your provider(s) to help you. If your provider accepts the **Cigna Open Access Plus** OR **LocalPlus** network and you are being told that they cannot verify your insurance, please call your Care Team right away so they can assist you and you can keep your appointment.



#### Oscar is not the name of the network.

Your provider network is either **Cigna Open Access Plus** or **LocalPlus** (it will be specified on your ID card) which are Cigna networks. All existing Cigna contract terms, including reimbursement, apply to members with Cigna Administered by Oscar coverage.



# **Additional Questions?**

Insurance verification is handled by Oscar.

**Provider #:** 855-672-2755 **Care Team #:** 855-672-2789

# Other Relevant #

Request Prior Authorization (Express Scripts): 800-753-2851

**Specialty Pharmacy Services:** 

800-803-2523

#### Where do providers send claims?

Mail: Cigna PO Box 188061

Chattanooga, TN 3742

Electronically: Payer ID: 62308