



Company Name: Associated Packaging, Inc.
Medical Plan #: 00632936

Associated Packaging, Inc. has chosen Cigna Health and Life Insurance Company (CHLIC) as the new benefits administrator for your medical coverage effective **7/1/2021**. You will be receiving new ID Cards at a later date, but until that time, we ask that you keep this communication piece with you in the event that you or your dependents need medical care.

If you need to visit a doctor or fill a prescription on 7/1/2021 and you haven't yet received your card, please call 1-866-494-2111. When asked for your member ID, please say "new member". You will then be connected with a customer service representative who will assist you. Please provide your name, date of birth, and the name of your employer. If you're calling on behalf of a dependent, please provide their name and date of birth.

Please be advised that due to HIPAA security regulations the Cigna Customer Service representatives are not allowed to disclose your new subscriber ID numbers over the phone. It can only be released to healthcare providers for billing purposes. Please contact your Plan Administrator for your unique subscriber ID number.

While this flier includes prescription information, your pharmacist will not be able to submit your prescription until you are in our computer system. If you are not yet in our system when Cigna Pharmacy attempts to fill your prescription you have the following options:

1. Pay for the prescription up front and submit a claim form for reimbursement
2. Pay for the prescription up front and return to the pharmacy within 3 days to request that the pharmacy re-run the prescription through the insurance once you have confirmation that the benefit has been completely set up in the Cigna system (you will need your Subscriber ID # for this option)
3. Wait to obtain the prescription using the information below as soon as you receive your Subscriber ID #
4. Wait to obtain the prescription until you receive your permanent ID card

Plan Number: 00632936

Effective Date: 7/1/2021

Subscriber ID Number:

Nine digit ID number will be on your ID card(s); but can be obtained from your plan administrator. All members of a family will have the same ID number.

Member Services Information Phone Number: (866) 494-2111

Provider(s) – can call to verify benefits

Employees – can call with benefit questions or assistance locating a provider

To reach a member service rep without going through the automated system, press 0 after entering or saying the required information.

HDHP OAP

Primary Care Physician: 30% / DED

Specialist: 30% / DED

Urgent Care: 30% / DED

Emergency Care: 30% / DED

Prescription/Rx Processor: Cigna Pharmacy Management

Prescription/Rx Numbers: RxBIN 017010

Control 0518GWH (same as RxPCN)

Issuer 80840

Pharmacist Only Help Desk: 1-800-351-9170

Medical Claims Mailing Address: P.O. Box 188061, Chattanooga, TN 37422-8061

Participating Provider List: (Open Access Plus Network)

Cigna has multiple networks. You can obtain a list of providers at www.Cigna.com, or by calling 866-494-2111.