

# Frequently Asked Questions- CIGNA AMO



## **What is my ID number? Where do I find it?**

Your ID number will be located on the front of your CIGNA/AMO ID card. Most ID numbers start with the letter "U". The primary policyholder will receive an ID card as well as any dependent. Make sure that when you see your provider next time that you present the CIGNA/AMO ID card prior to services and ask them to update your medical insurance information.

## **How do I Register for MyCigna?**

Access member discounts, the Health Risk Assessment and other health tools online at MyCigna.com. You will need your member ID information. Simply go to [www.mycigna.com](http://www.mycigna.com) and then click register. (Note: this is a member web portal and is a secure website. Please protect your username and password)

## **Do I have to do anything if I need precertification?**

If you are utilizing an **in-network** provider you do not have to do anything, the provider will take care of the pre-certification. If you are using an **Out-of-network** provider it is the member's responsibility to call CIGNA (# on the back of ID card) and get pre-certification.

## **How do I look up a provider?**

There are two ways, you can go to your personal web portal at mycigna.com and search providers or you can go to [www.cigna.com](http://www.cigna.com). These sites are updated regularly but it is always important to call the provider prior to any services to make sure they (a) accepting new patient and (b) still a participating provider with CIGNA.

## **What if my provider is not in the network?**

If you can't locate your provider in the network, please contact Bryan at CIGNA via mail or e-mail. Remember it is always cost effective for you and the fund to see providers who are in the CIGNA network. However, if you would like to refer a provider into the CIGNA network please contact Bryan at the below contact info:

Bryan M Rankin or

CIGNA HealthCare  
Attn: Bryan Rankin  
10490 Little Patuxent Parkway  
Columbia, MD 21044

Please include your provider's name, address and phone number. If your provider is not in our network, CIGNA will contact them and ask if they are interested in joining. Often the best way to get your provider to join is by letting them know it is important to you. Next time you are in your doctor's office, please let him/her know that your Union now uses the CIGNA network and it would be beneficial to you if he/she would become an in network provider. Please understand that even if the provider is interested in joining, the contract negotiation process takes time and not all providers are able to contract with CIGNA.

## **Important Phone Numbers:**

CIGNA Customer Service: 1-800-244-6224

