



Dear Provider,

The patient is enrolled in a health plan administered by Preferred Benefit Administrators. While members access participating providers through the Cigna PPO Network, all eligibility verification, claims processing, and plan support are handled directly through Preferred Benefit Administrators, not Cigna Insurance Company.

If you are unable to locate the patient in Cigna's system, it is likely because the eligibility request is being directed to Cigna instead of our office.

For accurate and timely information, please refer to the patient's member ID card. The Cigna logo indicates participation in the Cigna Shared Administration PPO, which directs your team to use the verification contacts and claim-submission details listed on the card.



- For Pre-Certification, Eligibility, Benefits, and Claim Status, call **(888)524-2777**. Pre-Certification is required for hospital admissions. Emergency admission must be reported within 24 hours.
- Submit Medical Claims To: Cigna
PO Box 188061
Chattanooga, TN 37422-8061
Electronic Payer ID: 62308

If you experience any difficulty verifying benefits or have questions, please feel free to contact our office at **407-786-2777**. We are always glad to collaborate with your team to ensure you have everything you need.

We look forward to building a strong working relationship with your practice and the positive impact we can make together. Thank you for accepting and serving our members.

Sincerely,

Shawn Thomson

Director of Business Development
Preferred Benefit Administrators