



# Welcome to Preferred!

As of January 1<sup>st</sup> 2026, Preferred Benefit Administrators is proud to serve as your new medical claims administrator. Our role is to provide high-touch, responsive service, and efficient administration of your health plan.

We're here to ensure that your experience with your benefits is as seamless and straightforward as possible. Whether you have questions about claims, eligibility, or your plan in general—we're just a call or email away.

## Meet Your Dedicated Support Team

You'll have a core team of specialists dedicated to your group. These individuals are familiar with your plan and here to help every step of the way:

- **Cheri Sibold** | 407-786-2777 ext. 11 | [csibold@preferredtpa.com](mailto:csibold@preferredtpa.com)
  - Claims Specialist
  - Ready to help with any questions regarding your medical claims and processing.
- **Jessica Brandt** | 407-786-2777 ext. 122 | [jbrandt@preferredtpa.com](mailto:jbrandt@preferredtpa.com)
  - Eligibility Specialist
  - Here to assist with enrollment, eligibility, and dependent coverage questions.

## Your Plan Vendors



## Member ID Card Example: Base Plan

<b>4 Rivers Smokehouse Health Benefit Plan</b>		
<b>Medical Plan Information</b> Group: 4R Restaurant Group, LLC Grp#: 489 Coverage: EE+Spouse		<b>Network Information</b> For Pre-certification, Benefits & Eligibility call Preferred Benefit Administrators (888)524-2777
<b>Member ID: 489250000</b> <b>Member Name: SUSAN SAMPLE</b>		
<b>Base Plan Benefits</b> Teladoc PCP/Spec: Urgent Care: Deductible: Coinsurance: OOP Max:	<b>Cigna PPO Network</b> \$0 Co-payment \$0 / \$0 Co-payment \$0 Co-payment \$5000/\$10000 Plan pays 80% \$7500/\$15000	<b>Pharmacy Information</b> Generic: \$0 Co-pay Preferred Brand: \$50 Co-pay Non-Preferred Brand: \$80 Co-pay  BIN:015433 PCN:SSN RxGrp:489

<b>Member Services</b>	489
<ul style="list-style-type: none"><li>• For Benefit &amp; Claims questions contact Preferred Benefit Admin. at (888)524-2777 or visit <a href="http://www.PreferredTPA.com">www.PreferredTPA.com</a></li><li>• Locate Cigna PPO Providers at <a href="http://www.Cigna.com">www.Cigna.com</a></li><li>• Schedule a Teladoc appointment at <a href="http://www.Teladoc.com">www.Teladoc.com</a></li><li>• PriceMDs medical advocacy program: (813)818-4531</li></ul>	
<b>Provider Services</b> 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.	
<b>Pharmacy Services</b> Pharmacy Help Desk: (800)710-9341 <a href="http://www.Liviniti.com">www.Liviniti.com</a>	
<b>Submit Medical Claims To:</b>	
<b>Cigna</b> PO Box 188061 Chattanooga, TN 37422-8061	<b>Payer ID: 62308</b> <b>Notice:</b> Possession of this card or obtaining pre-certification does not guarantee coverage or payment for services or procedures reviewed. Benefits are not insured by Cigna or affiliates. <b>AWAY FROM HOME CARE</b>



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**

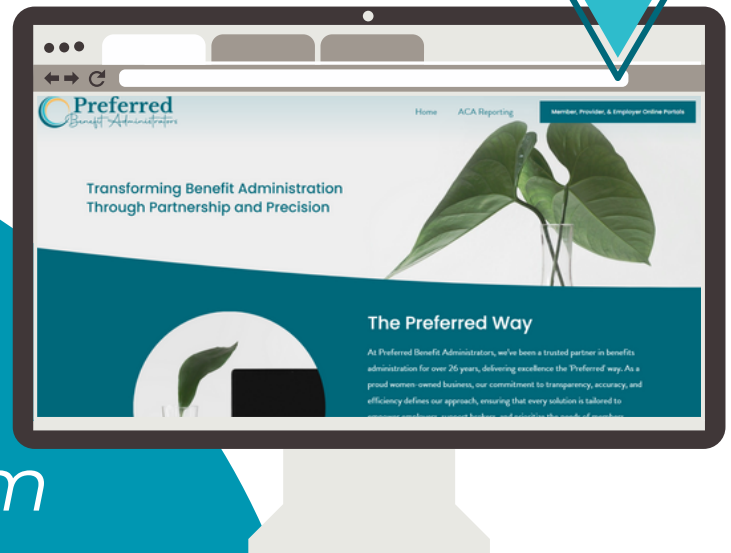
Director of Business Development  
Preferred Benefit Administrators



# BENEFITS AT YOUR FINGERTIPS

Access your benefits, insurance card, provider listing, and more 24/7.

Homepage  
Portal Access



**Register TODAY**  
at *PreferredTPA.com*

Available via computer, smartphone,  
and tablet:

- **Find In-Network Providers**
- **View and Request ID Cards**
- **Look-up Recent Claims**
- **Check Your Benefits**
- **and more!**

[www.PreferredTPA.com](http://www.PreferredTPA.com)  
Phone: 888.524.2777