



- 1 Your unique Participant # is required to identify you in the GBS enrollment/claim system as well as the Cigna Pharmacy system.
- 2 The GBS logo indicates your plan is administered by Group Benefit Services (GBS). We are responsible for all eligibility, claim and customer service inquiries. GBS' phone numbers are (410) 832-1333 or toll-free (800) 337-4973 which is located on the back of the ID card. Please **do not call** Cigna for these types of questions as they will not be able to respond to them.
- 3 The Cigna PPO logo indicates your plan contracts with Cigna to provide their national network of hospitals, physicians to provide quality and cost effective medical treatment. All medical providers (hospitals, physicians, outpatient centers) should call GBS to verify your enrollment and plan benefits or if a service requires pre-certification.
- 4 Occasionally, a Pharmacy may need to contact Cigna Pharmacy at (800) 325-1404 which is located on your ID card. It is important that they refer to RxPCN: 05190000.
- 5 To search for a provider in the Cigna PPO network, click on www.cigna.com. Once on the website, select: PPO, Choice Fund PPO to begin your search.

IMPORTANT: If the Pharmacy calls Cigna and is told you are not in the Cigna Pharmacy system, chances are they are looking in the wrong Cigna system. Please ask them to refer to the Cigna RxPCN 05190000 system.

SUMMARY OF IMPORTANT CONTACT INFORMATION:

Group Benefit Services (GBS) Member Services: <ul style="list-style-type: none"> • Eligibility/Enrollment Verification • Benefit/Claim Inquiries • Medical Services that require Pre-Certification 	Phone: (410) 832-1333 or Phone: (800) 337-4973 Fax: (410) 321-8053
Cigna Pharmacy Helpline <ul style="list-style-type: none"> • RxBin: 017010 • RxPCN: 05190000 • RxGRP: 0716321 	Phone: (800) 325-1404
Cigna PPO Provider Directory <ul style="list-style-type: none"> • Search for hospitals, physicians, labs • Select PPO, then select Choice Fund PPO 	5 Website: www.cigna.com