

Member Services & Claims Processing



Your Member ID Card (Front)

Provider Network



Member Group #
Cigna Group #



CIGNA PPO
Exemplar Health Benefits Administrator
Group Name: Life University ID#:
Group#: 01 -
Cigna Group#: 0248282
Effective Date: 11/1/2023

RxBin: 610748
RxPCN: PRORX
RxGroup: EXP100056

PRO SOLUTIONS

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Member ID #



Member Sequence #
Member Name



Pharmacy Benefit Info

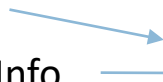


Your Member ID Card (Back)

Prior Authorization for procedures (provider use)



Member Services Contact #
Provider Claims Submission Info



Members: Carry this card at all times. Before hospital admission or surgery (outside the physician's office) or for the other services as specified in your plan your physician must call for pre-treatment authorization (precertification). Failure to comply may result in a reduction of benefits. Emergency hospital admissions must be reported within 48 hours or by the next regular working day following admission (72 hours in some states).

To find a Cigna provider please visit www.mycigna.com

Providers: Precertification must be obtained for services as specified in the member's plan. For precertification, call the number show on this card.

Notice: Possession of this card or obtaining precertification does not guarantee coverage or payment for the service or procedure reviewed. Please call the number on this card to verify eligibility.

Eligibility & Benefits: 855-826-3422 Pharmacy Help Desk: 833-656-1509

Medical Claims: P.O. Box 188061 Chattanooga, TN 37422-8061 Payer ID #62308

Benefits are not insured by Cigna or affiliates

AWAY FROM HOME CARE

Website to locate a provider



Pharmacy Customer Service



Gateway Portal Registration

The Gateway Member Portal allows members to view Explanation of Benefits and send messages to member services. Please follow this process to register for portal access. Members will need to log in to this portal to obtain Explanation of Benefits documents for claims that have been processed. EOB's will not be mailed to Members.

If you have any questions or concerns, please contact Member Services at (855) 826-3422.

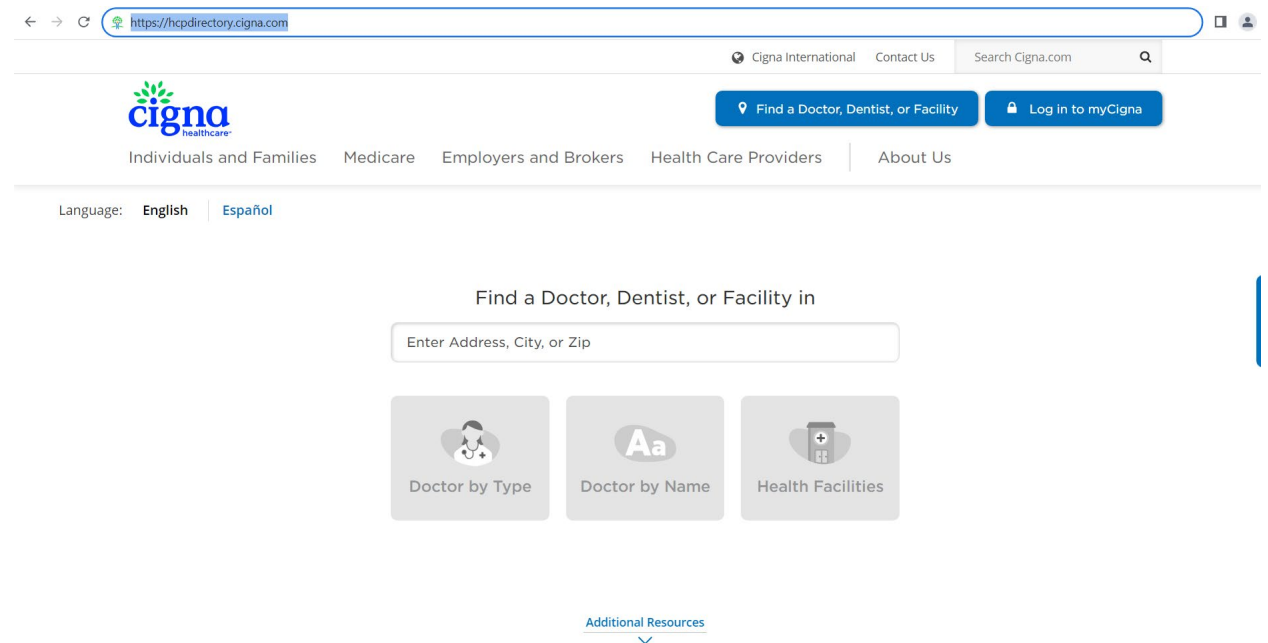
1. Go to [Exemplar Health Benefits Administrator \(exemplarhba.com\)](http://exemplarhba.com)
2. Click the Groups button
3. Click Members
4. Click Gateway Portal
5. Click Member Login
6. Click on the "Click here to register" button
7. Select "Member" in the portal drop down
8. Complete all other required fields.
9. Check your email to validate your registration.
10. Now you are ready to log in to access your information.



Visiting Your Provider

Please verify that your provider is in network prior to your visit if possible by visiting the website for Cigna (<https://hcpdirectory.cigna.com>) which is the network access for your plan. If you are unable to locate your provider or would like help, please contact Member Services at (855) 826-3422.

Please note that you do not have to create a log in to search for a provider.



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Visiting Your Provider

- Present your most recent Member ID card upon arrival
- Be sure to let the receptionist know that you have access to the Cigna network of providers. This is important.
- Claims will be billed by the provider to the payer ID or address on the back of your card.
- Claims will be priced by the network.
- Claims are then forwarded to EHBA for adjudication and processing.
- Once processed, you will be able to view the EOB within your Gateway portal.
- Please contact Member Services regarding any claims or provider issues.

Claim Submission

- If you do not see an EOB in the system within 30 days of your appointment, your provider's claim has not been received by EHBA. Please contact your provider and request the claim to be submitted.
- Member Services can also assist in obtaining the claim from the provider if necessary.



Member Services = Your Best Resource

Please contact Member Services by email, portal message or phone should you have any issues or concerns throughout the plan year. The team is more than happy to assist you in any way possible.

