



Company Name: ON Partners
Medical Plan #: 00657881

ON Partners has chosen Cigna Health and Life Insurance Company (CHLIC) as the new benefits administrator for your medical coverage starting **01/01/2025**. You will get new ID cards. These cards may be physical or digital, based on your plan. Until you get your new ID cards, please keep this letter if you or your dependents need medical care.

If you need to visit a doctor or fill a prescription on 1/1/2025 and you haven't gotten your ID cards, please call 866.494.2111. When we ask for your customer ID, say "new customer." You can speak with a customer service representative who can help. Please give your name, date of birth, and your employer's name. If you're calling for a dependent, give your dependent's name and date of birth.

Although this letter includes prescription information, your pharmacist won't be able to fill your prescription until you're in our system. If you're not yet in our system when Cigna Pharmacy tries to send your prescription, you have these options:

1. Pay for the medication up front. Send a claim form to get paid back.
2. Pay for the medication up front. Once you have confirmation the benefit is in the system, return to the pharmacy within three days. Ask the pharmacy re-run the prescription through insurance. You'll need your subscriber ID number for this option.
3. Wait to get your subscriber ID number. Then, use the information at the bottom of this letter to get the medication.
4. Wait until you get your permanent ID card to get the medication.

Plan Number:	00657881
Effective Date:	1/1/2025
ID Number:	
This number will be the employee's social security number. When you get your ID card, it will show a customer ID number. The customer ID number will work the same as the social security number.	
Customer Service Information Number: 866.494.2111	
Provider(s) can call to verify benefits.	
Employees can call with benefit questions or for help locating a provider.	
To reach a representative, press 0 after giving your information.	
Plan: <u>OAP HDHPQ Plan</u>	
Primary Care Physician:	0% after the plan deductible is met
Specialist:	0% after the plan deductible is met
Urgent Care:	0% after the plan deductible is met
Emergency Care	0% after the plan deductible is met
Prescription/Rx Processor:	igna Pharmacy Management
Prescription/Rx Numbers:	RxBIN 017010
	Control 0518GWH (same as RxPCN)
	Issuer 80840
Pharmacist Only Help Desk:	800.351.9170
Medical Claims Mailing Address:	PO Box 188061
	Chattanooga, TN 37422-8061
Participating Provider List: (Open Access Plus Network or Local Plus Network)	
Cigna has multiple networks. You can get a list of providers at Cigna.com , or by calling 866.494.2111.	