

Medical Insurance Program Resource Map

Contacts for Retirees and Dependents of Retirees

Have questions regarding your medical insurance?

Cigna Healthcare (for members living in the U.S.)

For insurance-related needs

- ✓ ID card requests
- ✓ Finding a provider
- ✓ Claim inquiries
- ✓ Coverage questions
- ✓ Help with mobile app/website access
- ✓ Claims appeal
- ✓ Mental health concerns
- ✓ Case managers

Who should I contact?

Phone:
1-800-IDB-3637
(1-800-432-3637)
Website:
mycigna.com

Express Scripts (for prescriptions in the U.S.)

For prescription-related needs

- ✓ New ID card requests
- ✓ Finding a U.S. pharmacy
- ✓ Prescription related questions
- ✓ Formulary drug coverage (Regular & Medicare Part D)
- ✓ Help with mobile app/website access
- ✓ U.S. pharmacy claim appeal

Who should I contact?

Phone:
1-855-521-0824
Phone (Medicare Members):
1-877-777-8365
Website:
express-scripts.com

Cigna Global* (for all claims outside the U.S.)

For insurance-related needs

- ✓ ID card requests
- ✓ Finding a provider
- ✓ Claim inquiries
- ✓ Coverage questions
- ✓ Help with mobile app/website access
- ✓ Claims appeal
- ✓ Mental health concerns
- ✓ Case managers
- ✓ Getting a Guarantee of Payment (GOP)

Who should I contact?

Phone:
+32 3 293 18 59
Website:
cignahealthbenefits.com
Email:
iadb.global@cignahealthcare.com

For Members in:
Argentina:
11 3989 3251
Venezuela:
800 102 9310

Health Advocate (for U.S. only related care)

For general healthcare questions

- ✓ General U.S. healthcare questions
- ✓ Claim/EOB/billing questions
- ✓ Understanding coverage (medical, dental, vision, pharmacy)
- ✓ Finding in-network doctors/specialist, making appointments, transferring records
- ✓ Finding a pharmacy
- ✓ Second opinion/treatment
- ✓ Medicare questions

Who should I contact?

Phone:
+866-695-8622
Website:
healthadvocate.com/idbgroup
Email:
answers@healthadvocate.com



Still need help?
Contact the HR Service Center

+1 202-623-3500
HRSC@iadb.org