

Cigna True Choice Medicare (PPO)

Learn more about Cigna True Choice Medicare (PPO) and how it can help you manage your health care costs.

# FREQUENTLY ASKED QUESTIONS

Helpful information for Cigna  
Medicare Advantage PPO customers

**Q: What is a Medicare Advantage plan?**

**A:**



**Q: Can I use a previous myCigna account to access my Cigna Medicare Advantage plan?**

**A:** Yes, you can use your previous myCigna account to access your Cigna Medicare Advantage plan. If you do not have a myCigna account, you can create one at [myCigna.com](http://myCigna.com) or by calling 1-800-853-2713 (TTY 711).

**Q: Where can I find a list of providers who accept the plan?**

**A:** You can find a list of providers who accept the plan at [myCigna.com](http://myCigna.com) or by calling 1-800-853-2713 (TTY 711). You can also visit [CignaMedicare.com/gOsf3215 0 12 547viLO](http://CignaMedicare.com/gOsf3215 0 12 547viLO) (Osf32(g)3).

**Q: What do I do if my doctor says they do not accept the Cigna True Choice Medicare (PPO) plan?**

**A:** If your doctor does not accept your Cigna Medicare plan, you may be able to find another doctor who does. You can find a list of participating providers on the MedicareProviders.Cigna.com website. You can also call 1-888-281-7867 (TTY 711) for more information.



**Q: How do I get reimbursed if I was required to pay up front for services from an out-of-network provider?**

**A:**

For more information on how to get reimbursed for out-of-network services, please visit [CignaMedicare.com/group/MAresources](https://www.CignaMedicare.com/group/MAresources).

Cigna

**Q: How does my provider verify eligibility and benefits for my Cigna True Choice Medicare (PPO) plan?**

**A:** [The answer text is obscured by a large, dense pattern of black and white noise, making it illegible.]

**Q: Who can assist with questions I have about claims?**

**A:** You can call the CIGNA Claims Department at 1-888-281-7867 (TTY 711)

**Q: When will I receive my Explanation of Benefits (EOB) in the mail or be able to view it on myCigna?**

**A:** You will receive your EOB in the mail or be able to view it on myCigna.com

myCigna.com

myCigna.com

**Q:**





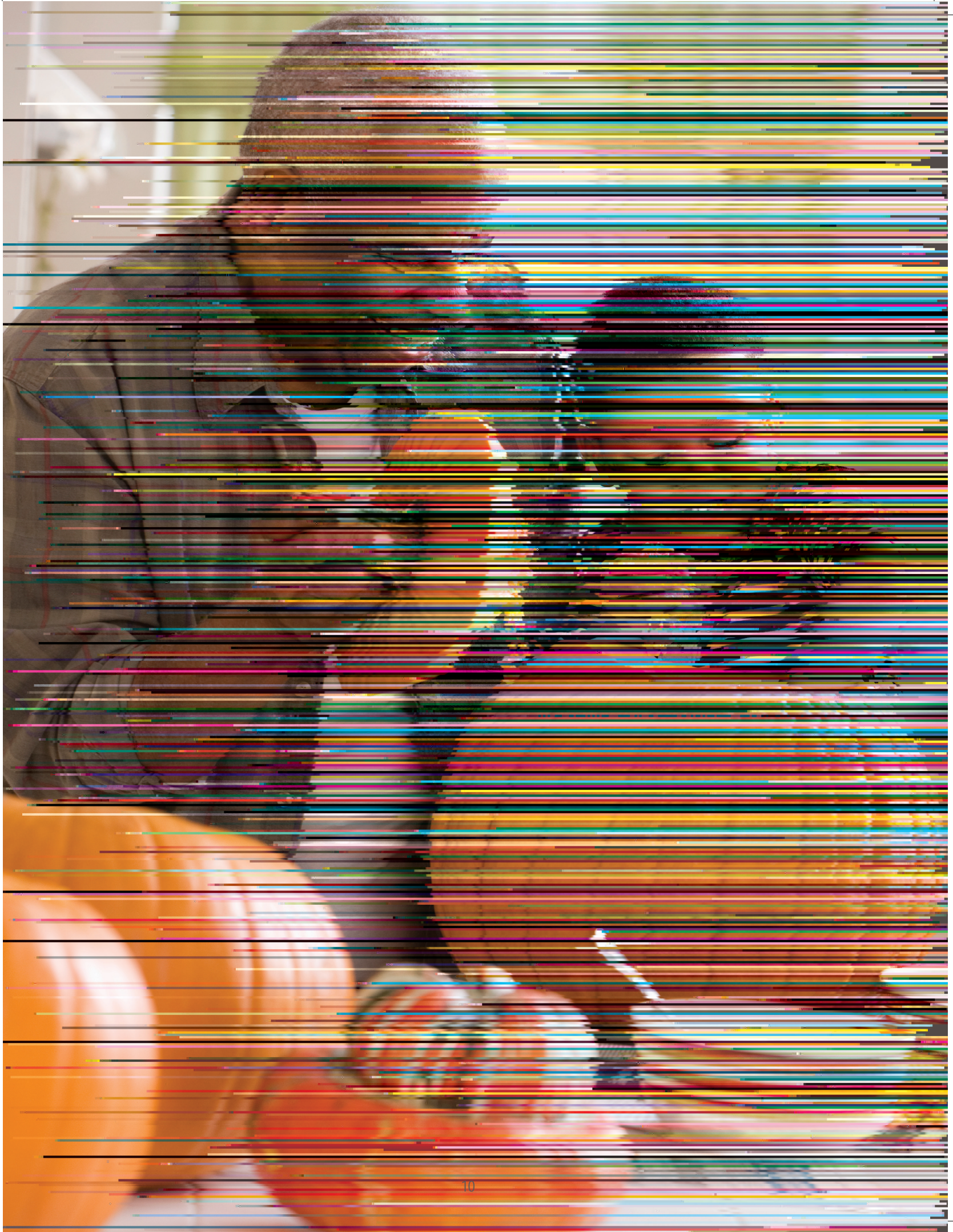


**Q: How do I use Express Scripts Pharmacy for home delivery?**

**A:** You can use Express Scripts Pharmacy for home delivery by visiting [myCigna.com](http://myCigna.com) or calling 1-877-860-0982 (TTY 711). You will need to create an account and provide your pharmacy information. Once you have done this, you can place orders for your medications and have them delivered to your home. For more information, visit [myCigna.com](http://myCigna.com).

**Q: Why do some drugs require an authorization to be covered?**

**A:** Some drugs require an authorization because they are considered off-in-network or off-contract. This means that the drug is not on the list of preferred drugs in your plan. In these cases, you may need to get a prescription from your doctor and a prior authorization from your plan before you can get the drug covered. For more information, visit [myCigna.com](http://myCigna.com).



**Q: How does the incentive program work?**

**A:** ... \$200 ...

myCigna.com  
1-888-281-7867 (TTY 711)

**Q: How do I receive incentive rewards?**

**A:** You can receive incentive rewards by logging into [myCigna.com](http://myCigna.com) and clicking on the "Incentive Rewards" link. You can also receive incentive rewards by calling 1-888-281-7867 (TTY 711).

**Q: What is the Yearly Health Check-up? How is it different from Medicare's annual wellness visit?**

**A:** The Yearly Health Check-up is a comprehensive physical exam performed by a primary care physician or nurse practitioner. It includes a physical exam, a review of your medical history, and a discussion of your health and wellness. Medicare's annual wellness visit is a preventive care visit that focuses on assessing your overall health and identifying potential health risks.

**Q: What is the Cigna Healthy Today card?**

**A:** The Cigna Healthy Today card is a digital card that provides you with access to a variety of health and wellness resources, including a virtual care platform, a health assessment tool, and a personalized health plan.

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CARD EXPIRES 05/1

VALID ONLY IN THE UNITED STATES

1-866-851-1579 (TTY 711)

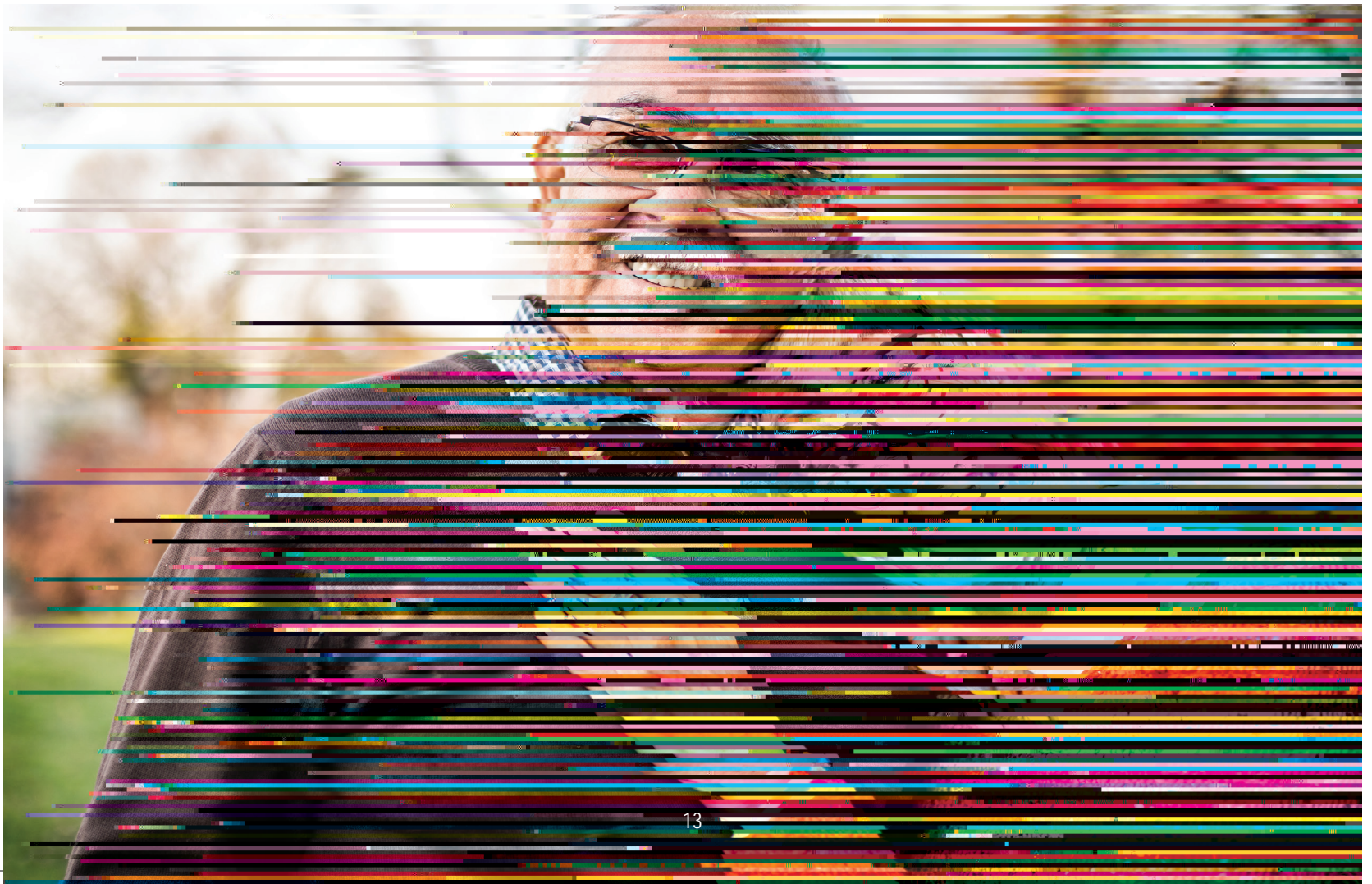
**Q: How can I use my Cigna Healthy Today card?**

**A:**

CignaHealthyToday.com  
1-866-851-1579 (TTY 711)  
myCigna.com

**Q: What happens if my Cigna Healthy Today card balance does not cover the cost of my purchase?**

**A:**



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Help is always here.

For more information on how to get help, visit [www.irs.gov/efile](http://www.irs.gov/efile) or call 1-888-281-7867 (TTY 711). You can also get help by visiting a community tax center or a Volunteer Income Tax Assistance (VITA) site. For more information on these options, visit [www.irs.gov/efile](http://www.irs.gov/efile).

1-888-281-7867 (TTY 711) is available 24 hours a day, 7 days a week. For more information on how to get help, visit [www.irs.gov/efile](http://www.irs.gov/efile) or call 1-888-281-7867 (TTY 711). You can also get help by visiting a community tax center or a Volunteer Income Tax Assistance (VITA) site. For more information on these options, visit [www.irs.gov/efile](http://www.irs.gov/efile).