



THANK YOU FOR CHOOSING ISO AS YOUR PLAN MANAGER.

Getting started

ISO's customer service team is standing by to assist with questions and concerns. Present this insurance card when visiting any physician or pharmacy.

Find doctors, clinics & hospitals

1. We recommend the students to use the student health center at your school.
2. If not available, search for an in-network provider under the Cigna network [here](#).
3. Call the provider to schedule the appointment and **indicate your plan uses the Cigna PPO network**.

How to file a claim

You should ask the medical provider offices to file the claim to Cigna PPO at **PO Box 188061 Chattanooga, TN 37422**.

If they cannot file a claim on your behalf, you can submit the claim yourself by visiting [www.isoa.org/ClaimsProcess](http://www.isoa.org/ClaimsProcess) and submit the claim to SISCO Benefits.

Check claim status

To check your claim status online, please visit [www.isoa.org/ClaimsProcess](http://www.isoa.org/ClaimsProcess)

Pharmacy

Present your Insurance ID card when visiting the pharmacy to receive a discount. To file a prescription claim, please submit the receipt and pharmacy slip to SISCO Benefits.

Best Health,  
ISO Customer Service Team

ISO – For International Students, By International Students

FOR CARE COORDINATION, SEEK CARE FROM YOUR STUDENT HEALTH CENTER, IF AVAILABLE.

AWAY FROM HOME CARE

Travel assistance service only:

Inside US/Canada: 866.509.7715 | International Call: 603.328.1728

**Pre-certification required:** SISCO Benefits: 833.577.2586

Pre-certification does not guarantee coverage or payment.

**CLAIM STATUS AND ELIGIBILITY: SISCO Benefits: 833.577.2586**

**Benefits are not insured by Cigna or affiliates.**

**Forward all claims to:**

Cigna PPO, PO Box 188061  
Chattanooga, TN 37422-8061  
EDI Payer ID: 62308  
Cigna Providers:  
[www.cigna.com](http://www.cigna.com)

Correspondence/Non PPO:  
SISCO Benefits  
PO Box 3190  
Dubuque, IA 52004-3190  
[www.isoa.org/ClaimsProcess](http://www.isoa.org/ClaimsProcess)



Name:

Anish Ghimire

Insurance ID: 286048907

Effective Date: 3/28/2023

Policy Number:

47250153ION0513

Cigna Group Number:

ISOGROUP

RX BIN: 017010

RX PCN: 0519PAYR

RX Group: 0712368



Copay: SHC: \$0 • ER: \$300  
PCP/Specialist/Urgent Care: \$30/\$50/\$50  
Annual Deductible: \$500

NO REFERRAL REQUIRED

Claim status and eligibility:

SISCO Benefits: 833.577.2586

Pharmacy help desk:

800.325.1404

POSSESSION OF THIS CARD DOES NOT GUARANTEE COVERAGE