



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 unavailable, 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/claim\\_procedure](http://www.isoa.org/claim_procedure) and submit the claim to Wellfleet.

Check claim status

To check your claim status online, please visit [www.wellfleet-iso.com](http://www.wellfleet-iso.com)

Pharmacy

Receive discounted rates for prescriptions by visiting pharmacies participating in the **Wellfleet RX network.** To file a prescription claim, please submit the receipt and pharmacy slip to Wellfleet.

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.

TRAVEL ASSISTANCE SERVICE ONLY:

AWAY FROM HOME CARE

Inside US/Canada: 877.305.1966 | International Call: 715.295.9311

PRE-CERTIFICATION REQUIRED: Wellfleet: 855.664.5837

Pre-certification does not guarantee coverage or payment

CLAIM STATUS AND ELIGIBILITY: Wellfleet: 855.664.5837

**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:  
Wellfleet, PO Box 15369  
Springfield, MA 01115-1536  
EDI Payer ID: 87843  
[www.wellfleet-iso.com](http://www.wellfleet-iso.com)



Name:

Jian Zheng

Insurance ID:

285804502

Effective Date:

8/31/2021

Policy Number:

08999A

Cigna Group Number:

0232143

NO REFERRAL REQUIRED

Annual Deductible: \$500

Claim status and eligibility:

Wellfleet: 855.664.5837

Pharmacy help desk:

888.265.7884

RX BIN: 012882

RX Group: KU058

RX PCN: KPP

POSSESSION OF THIS CARD DOES NOT GUARANTEE COVERAGE