

Present this ID card each time you visit a health care professional.  
If you have questions or to elect or change your PCP, please visit  
our website or call the toll-free customer service number located  
on your ID card.

Here is your new ID card

**24/7 Customer, Inc.**  
Jolene Bishop  
910 E. Hamilton Ave. Suite 240  
Campbell CA 95008

>001165 7005039 003040



C-3

Open Access  
Plus

Administered by Cigna Health and Life Insurance Company  
Medical/Rx

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Group 00614457  
Issuer (80840)  
ID **102629660**  
Name **Roderick S Brathwaite**  
PCP Alphaeus M. Wise MD  
No Referral Required  
24/7 Customer, Inc.

**Copays/Coinsurance**  
Primary Care 10%  
Specialist 10%  
Urgent Care 10%  
ER 10%

RxBIN 017010 RxPCN 05180000  
RxGrp 00614457 RxID 102629660 00

### What does it mean?

**Ded/Coins** - Subject to the plan deductible and/or coinsurance  
**Ded** - Subject to the plan deductible amount  
**Coins** - Subject to the plan coinsurance amount  
**Copay** - Subject to the copayment amount  
**PCP** - Primary Care Physician  
**Urgent Care** - After hours/urgent care  
**ER** - Emergency Room  
**Hospital or Hospital Stay** - Inpatient hospital  
**Rx** - Pharmacy

THE FOLLOWING NOTICE APPLIES TO CUSTOMERS COVERED UNDER LOUISIANA PLANS  
NOTICE YOUR SHARE OF THE PAYMENT FOR HEALTH CARE SERVICES MAY BE BASED ON  
THE AGREEMENT BETWEEN YOUR HEALTH PLAN AND YOUR PROVIDER UNDER CERTAIN  
CIRCUMSTANCES. THIS AGREEMENT MAY ALLOW YOUR PROVIDER TO BILL YOU FOR  
AMOUNTS UP TO THE PROVIDER'S REGULAR BILLED CHARGES.

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such operating subsidiaries and not by Cigna Corporation. Such operating  
subsidiaries include Connecticut General Life Insurance Company (CGLIC),  
Cigna Health and Life Insurance (CHLIC), Cigna Health Management, Inc.,  
and Cigna Dental Health, Inc. The Cigna Dental PPO is underwritten or administered  
by CGLIC or CHLIC with network management services provided by Cigna  
Dental Health, Inc., and certain of its operating subsidiaries. In Arizona and  
Louisiana, the insured Dental PPO product is referred to as the 'CG Dental PPO'  
(CGLIC) or 'CH Dental PPO' (CHLIC). In Texas, the insured dental product offered  
by CGLIC and CHLIC is referred to as the 'Cigna Dental Choice Plan'.  
The Cigna Dental PPO Network(s) is a national reference to our network; in Texas  
this network(s) will be utilized with the Cigna Dental Choice Plan

You may be asked to present this card when receiving care; it does not guarantee coverage.  
For coverage, you must meet all plan terms/conditions. Willful misuse of this card is  
considered fraud. **Inpatient Admission/Outpatient Procedures:** Your health care  
professional must contact Cigna to pre-approve these services by calling the toll-free  
number below or going to **CignaforHCP.com**. See the plan documents for pre-approval  
requirements. Without pre-approval, your plan may not pay for these services. In an  
emergency, get care immediately, then call your PCP as soon as possible for further  
assistance or advice on follow-up care within 48 hours. We encourage you to use a  
PCP as a valuable resource and personal health advocate.

**Medical Claims** PO Box 188061 Chattanooga, TN 37422-8061 Payer ID #62308

**Customers & Health Care Professionals call 1-866-494-2111**

**Rx Claims:** Pharmacy Service Center, PO Box 188053, Chattanooga TN 37422-8053  
For Pharmacists Only 800-351-9170



For providers not in your primary  
network, visit [multiplan.com](http://multiplan.com).

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Mask 601

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