

UBC Level Funded Members FAQ

Frequently Asked Questions for my Health Benefits with Allegiance

Welcome to Allegiance! Below are some frequently asked questions and their step-by-step answers to help guide you through a simple, successful healthcare experience.

How do I look up a provider?

1. Visit our website www.askallegiance.com/UBC-LevelFundedPlans.
2. Click on the magnifying glass “Find Provider”.
3. Click on the link to “Cigna – In Network”.
4. Check the box next to “Accept” and click “Continue to Cigna Provider Search page”. You can search by provider name or type.
5. Enter the name of the city where you are needing services.
6. When it prompts you to login, select “Continue as Guest”.
7. Click “Continue” to select a plan.
8. Under OAP, select “Open Access Plus” or “Open Access Plus, OA plus, Choice Fund OA Plus” (*do not choose the option that includes “With CareLink”*).
9. Once the plan is selected, a list of providers will display.

The following video will also walk you through these steps:

<https://vimeo.com/372966693>.

If you need more assistance with finding a provider, contact your dedicated Customer Service team at 855-999-6808 for help.



How do I get a new ID card or request additional cards for myself or my covered spouse/dependents?

1. Go to www.askallegiance.com/UBC-LevelFundedPlans.
2. Click on "Forms".
3. Click on "Request an ID card".
4. Fill in your Participant ID or Social Security Number and Date of Birth and click "Search".
5. Select the name of the Member or Dependent who needs a card and click Continue.
6. Enter your Email Address and Phone Number and click "Submit".
7. Your ID card will be mailed to you.

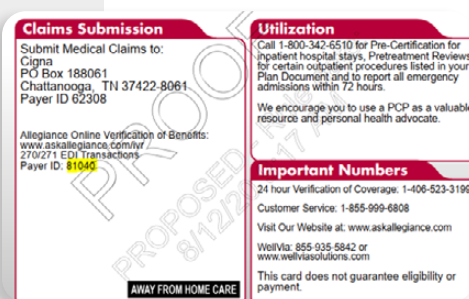
If you need it for immediate use, you can also log into your account when on the website to view or print the image of your ID card:

1. Click on "Employee/Employer Login".
2. If you have not created an account, you can do so at this time.
3. Once logged in, click on your Health Account link.
4. In the left-hand menu, click on "Resources," then "ID Card Image".
5. Click "Submit" and the image of the ID card will display.

This site is mobile-friendly, so you can also pull up the image and save it to your smartphone. If you need more assistance retrieving an ID card, contact your dedicated Customer Service team at 855-999-6808.

I think my claim was paid wrong or my provider is billing me for the entire bill. What do I do?

Contact your dedicated Customer Service team at 855-999-6808.



Claims Submission
Submit Medical Claims to:
Cigna
PO Box 188061
Chattanooga, TN 37422-8061
Payer ID 62308

Allegiance Online Verification of Benefits:
www.askallegiance.com/vr
270/271 EDI Transactions
Payer ID: **81040**

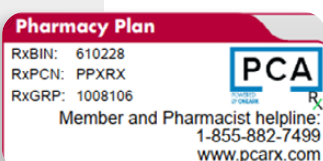
Utilization
Call 1-800-342-6510 for Pre-Certification for inpatient hospital stays, Pretreatment Reviews for certain outpatient procedures listed in your Plan Document and to report all emergency admissions within 72 hours.
We encourage you to use a PCP as a valuable resource and personal health advocate.

Important Numbers
24 hour Verification of Coverage: 1-406-523-3199
Customer Service: 1-855-999-6808
Visit Our Website at: www.askallegiance.com
WellVia: 855-935-5842 or www.wellviasolutions.com
This card does not guarantee eligibility or payment.

AWAY FROM HOME CARE

My provider says I am not covered. What do I do?

Contact your dedicated Customer Service team at 855-999-6808. The team will confirm your information is current in the system as well as ensure your provider is not checking eligibility directly with Cigna, as this is a common mistake made by providers. If the provider is using a Payer ID to check eligibility, they will need to use the Allegiance Payer ID on the back of the ID card (**81040 for your group**).



Pharmacy Plan
RxBIN: 610228
RxPCN: PPXRX
RxGRP: 1008106

PCA
Member and Pharmacist helpline:
1-855-882-7499
www.pcarx.com

My pharmacy says I am not covered. What do I do?

Contact your dedicated Customer Service team at 855-999-6808 or request that the pharmacist call PCARx at the number on the front of your ID card (**1-855-882-7499 for your group**).



What is my deductible/out-of-pocket maximum?

1. To find out, log into your account at www.askallegiance.com/UBC-LevelFundedPlans.
2. Click on “Employee/Employer Login”.
3. If you have not created an account, you can do so at this time.
4. Once logged in, click on your Health account link.
5. Click the “Status” option in the left menu and choose “Claims History”.
6. In the middle of the screen, click on the dropdown arrow under the Accumulators box and select “Medical”.
7. Your deductible and out-of-pocket amounts will be listed as well as what has been satisfied so far in the current plan year.

If you have further questions about your deductible or out-of-pocket amounts, contact your dedicated Customer Service team at 855-999-6808.

How do I look up the cost of services, or how do I use myCigna.com to get an estimate for how much a procedure will cost?

1. Log into your account at www.askallegiance.com/UBC-LevelFundedPlans.
2. Click on “Employee/Employer Login”.
3. If you have not created an account, you can do so at this time.
4. Click on the link under myCigna.com.
5. Click on “Reason for Visit,” and choose from the list of common reasons, or type in a procedure or condition.
6. Choose the type of provider.
7. Once the list of providers displays, the estimated cost for each provider will show, if the data is available for that provider.

We are here to serve you.

If you need clarification concerning these steps, or have more questions or concerns, contact Allegiance Customer Service at 855-999-6808.