

Do You Have Benefit Questions?



The NFP Benefits Support Team Can Assist You



Resolving Your Issue

STEP 1: Contact member services directly for any medical, dental or vision related concerns. The phone number is on the back of your ID card.

TIP: Be sure to have the following information when you make the call:

- Copy of your Explanation of Benefits (EOB)*
- Member ID Number or Social Security Number
- Claim Date of Service, Provider Name

Complex Claim or Lack of Progress?

STEP 2: Contact the Benefits Support Team

TIP: Be sure to have the following information when you make the call or email:

- Copy of your Explanation of Benefits (EOB)*
- Member ID Number or Social Security Number
- Claim Date of Service, Provider Name

**You must be registered on your carrier's website to view, download, and print your EOBs.*

Registering with Cigna



1. Go to [Cigna.com](https://www.cigna.com)
2. Click on "Log In to myCigna" in the top right corner
3. You can choose to either Log in or Register to your online portal
4. Enter all of the required information the same way that you did on your application. If you do not have your Member ID, please use your SSN.
5. Select a Username & Password. Please note that only you and Cigna will have this information—neither your employer nor NFP will have access. Please save your information in a safe place.
6. Once registered, you can:
 - View Benefit Details
 - Search providers
 - View Claims
 - Obtain a copy of your EOB
 - Obtain temporary and order permanent ID Cards

The Benefits Support Team Can Assist You With:

- General Benefit Questions
- Escalated Claim Resolution

Please Reach Us At:

✉ PMHCC@nfp.com

☎ 877-797-8352

Monday – Friday, 8:00am – 5:00pm, EST

If a voice message is left, a representative will return your call within 24-48 hours.

(Please note, calls will only be returned on weekdays.)

