

Medical Benefits Program

Before you Travel: Learn about CIGNA and CIGNA IGO's Guarantee of Payment

CIGNA's Guarantee of Payment (GOP) is a payment made directly from Cigna to the hospital in case of an emergency. You don't need contact the IDB's Insurance Unit first. You or your health care professional may get in touch with Cigna directly and request the GOP.

***USA-BASED MEMBERS TRAVELING ABROAD

Instructions:

1. You or your health care professional contacts Cigna by calling one of the following numbers (collect calls accepted):
 - a. Toll Free: (866) 763-8442
 - b. Collect Call: (302) 797-3100
2. Provide basic information such as your name, Patient ID#, Hospital contact details, etc.
3. Cigna will take it from here, and will liaise directly with the hospital and process the GOP.

Questions please email: iadb@cigna.com

***NON-USA BASED MEMBERS TRAVELING ABROAD

Instructions:

For services in the USA you must use your CIGNA **IGO** medical insurance card. Payments will be made directly from CIGNA IGO to the provider/facility (please use in-network providers).

To find medical/dental/vision in-network providers, please go the CIGNA IGO website: www.cignahealthbenefits.com.

For Services in other countries including your own:

GOP hospitalization requests: authorization@cigna.com

General: iadb.global@cigna.com

Tel: 1-305 908 9171

Tel: 1-305-908 9211 - (24 hours a day, 365 days a year, collect free calls)

Website: www.cignahealthbenefits.com

Emergency: Call the number on your membership card.

To request the GOP you must provide: (phone or email)

- 1) Your CIGNA ID card number
- 2) Provider/facility contact information
- 3) Reason for the emergency

Well-being & Health Benefits Group