

Understanding your coverage

Frequently asked questions to help you understand your plan

Priority Health partners with Cigna through a strategic alliance to ensure you have access to in-network providers near where you live. If you reside outside of Michigan, you can see any provider that participates in the Cigna Open Access Plus network, as well as any provider in the Priority Health network when in the state of Michigan.

Tips for accessing the Cigna OAP network* and FAQs

Q. What should I do if a provider says they don't accept my insurance?

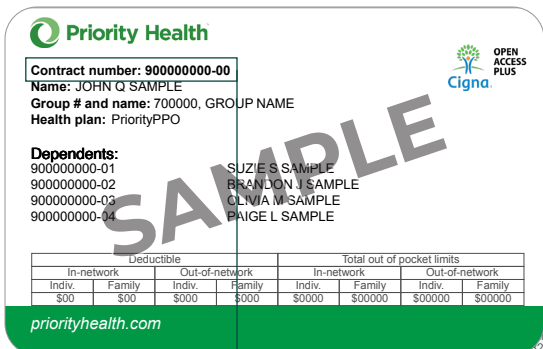
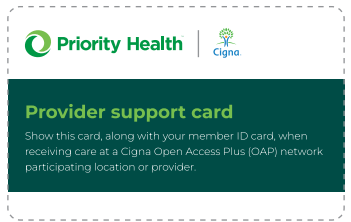
A. First, inform your provider's office that you have access to the full Cigna OAP network through your Priority Health insurance. **Check to see if your provider is in the Cigna OAP network at priorityhealth.com/findadoctor.**

If they do contract with the Cigna OAP network, give them your member ID card so they can use the back side to properly bill for any services received. If your provider still refuses to see you, please have them call Priority Health directly or you can call our Customer Service team and we'll help coordinate your care with the provider. The Priority Health Customer Service number is accessible on the back your member ID card.

Helpful tools:

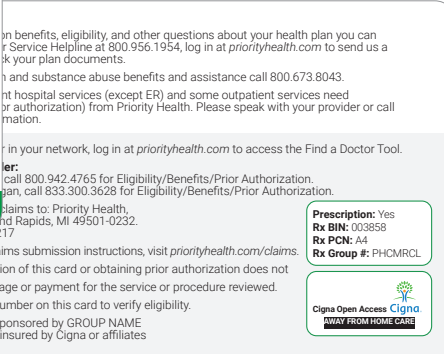
Provider support card

You'll receive a provider support card in the mail. Share this along with your member ID card to reinforce your access. The provider support card provides helpful resources for your provider.



Sample ID card, front

Priority Health
contract number



Sample ID card, back

Q. Does this mean I have a Cigna health plan?

A. No. Through our strategic alliance, Cigna provides access to a national network of contracted providers that are covered as in-network. Priority Health still processes all claims, handles any prior authorizations, and provides customer service. Your provider should send all claims to Priority Health using the information on the back of your member ID card.

Q. Where should my provider send prior authorization requests?

A. If your provider recommends a medical service or prescribes a medication that requires prior authorization, they should send the request to Priority Health directly using the contact information on the back of your member ID card.



If you have questions about an authorization, pharmacy or medical service, contact Priority Health by calling the number on the back of your member ID card. You can also send us a secure message from your Priority Health member account.

Q. Do I need a Priority Health member account?

A. Your Priority Health member account allows you to access claims status, explanation of benefits, virtual care services, search for in-network providers, research the cost of procedures and more. Sign up for your Priority Health member account at member.priorityhealth.com or download the mobile app on the App Store or Google Play.

Q. Who should I use for virtual care?

A. Priority Health accepts any virtual care claim if the provider contracts with either Priority Health or Cigna. Check with your primary care physician or local in-network provider to see if they offer virtual care options.



MDLIVE is one of our preferred virtual care partners. They are available 365 days a year, 24/7, no matter where you are in the U.S. To access care with MDLIVE, call 800.400.6354 and provide them your Priority Health contract ID number (located on the front of your ID card) to get started.

Priority Health Customer Service

If you have further questions, send us a secure message by logging in to your member account at member.priorityhealth.com or call us at the Customer Service number on the back of your member ID card.