



BE WELL | BE PREPARED | BE CONNECTED



## Allegiance

### Helpful information and resources for you in the new year

Effective Jan. 1, 2025, Allegiance (a Cigna Company) replaces MedCost as our medical plan administrator and medical claims processor. Allegiance offers a larger, nationwide network of providers and specialists – OAP (Open Access Plus). MedImpact will continue to administer the prescription drug benefit for all ECU Health medical plan participants. Additional information is available in the **Allegiance Welcome Packet**.

### Looking for a provider in the Allegiance network?

- ▶ Visit the ECU Health customized provider network directory website at **[askallegiance.com/ecuhealth](https://askallegiance.com/ecuhealth)**
- ▶ Refer to the **Allegiance Welcome Packet**
- ▶ Two ways to access information regarding network providers in your area:
  1. Visit **[askallegiance.com/ecuhealth](https://askallegiance.com/ecuhealth)** and then select **Find a Provider**
    - ▶ To find a **Tier 1 Provider**, click on **Find a Tier 1 ECU Health Provider** or for a **Tier 2 Provider**, click on **Find a Tier 2 Cigna Provider**, then select **Open Access Plus (OAP) network**, if prompted.
    - ▶ Enter your location, then choose how you would like to search: **Doctor by Type**, **Doctor by Name** or **Health Facilities**
    - ▶ The results will display on the screen with options to filter, sort, access location maps, as well as export the data or print
  2. Contact Allegiance customer service at **800-258-5794** and request the names of providers in your area

### Allegiance medical ID cards

Allegiance will mail new medical ID cards to the mailing address listed in Employee Self Service. You will need to present your new medical ID card at any pharmacy or health care provider. You can also access your medical ID card through the Allegiance mobile app available in Google Play and Apple App stores or online by following these steps:

1. Log in to your account at **[askallegiance.com/ecuhealth](https://askallegiance.com/ecuhealth)**
2. To receive an electronic version of your ID card, locate the menu item **ID CARD** and click the **Get ID Card Now** button and an electronic version of your ID card will instantly load
3. To request a hard copy ID card be mailed to you, select **Request ID Card by Mail**, complete the short form and confirm the address for your card; Allegiance will verify your information, and a new card will be mailed to you

### Additional helpful resources

- ▶ Allegiance website: **[askallegiance.com/ecuhealth](https://askallegiance.com/ecuhealth)**
- ▶ Toll-free Allegiance customer service telephone number (8:00 a.m. - 7:00 p.m. Eastern): **800-258-5794**
- ▶ Julia Dugan – Client Service Partner, Allegiance Benefit Plan Management, Inc.: **[Julia.Dugan@AskAllegiance.com](mailto:Julia.Dugan@AskAllegiance.com)**
- ▶ 24-hour Faxback Verification of Coverage telephone number: **800-877-1122** or **406-523-3199**
- ▶ ECU Health Pharmacy telephone number: **252-846-4311**
- ▶ MedImpact (Rx) telephone number: **888-648-6764**
- ▶ **Claims Submission Address**  
CIGNA P.O. Box 188061  
Chattanooga, TN 37422-8061  
Electronic Payer ID: 62308