

# Customer Service Phone Tree

## Oberlin College

1-800-CIGNA24  
(1-800-244-6224)

Medical M - F 9 to 7 Eastern Standard Time  
TelDrug M - F 8 to 11 Sat 9 - 6

We recommend calls being placed between the hours of 9 am to 7 pm M - F Eastern Standard Time.

<b>Group # 3197756</b>	<b>A - Plan PPO-A</b>	<b>B - Plan PPO-B</b>	<b>Retiree Plan COMP</b>
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<b>If you are:</b>	<b>Help With:</b>	<b>Enter</b>	<b>Enter</b>	<b>Enter</b>	<b>If you are:</b>
1 - Participant 2 - Provider	1 - Medical 2 - Dental	<b>SS#</b>	<b>Date of Birth</b>	<b>Date of Birth 2nd time</b>	1 - Employee 2 - Spouse 3 - Dependent
					1- Confirm your identity

### For Questions On:

- 1 - Rx/Pharmacy
- 2 - Medical
- 3 - CBH/Mental Health
- 4 - FSA

### Rx/Pharmacy Information on:

- 1 - Tel-Drug Quick Switch
- 2 - Tel-Drug Refills & Inquiries
- 3 - Pharmacy Claim Status
- 4 - Eligibility & Benefits
- 5 - Participating Pharmacies
- 6 - All Other Questions**
- \* - To Repeat these Options
- 9 - To Return to the Main Menu

### CBH/Mental Health Information on:

- 1 - Claim or Billing
- 2 - Eligibility & Benefits
- 3 - MHSA Providers & Facilities
- 4 - MHSA Precertification
- 5 - All Other Questions
- \* - To Repeat these Options
- 9 - To Return to the Main Menu

### Medical - Information on:

- 1 - Claim or Billing
- 2 - Eligibility & Benefits
- 3 - Participating Doctors & Medical Facilities
- 4 - Precertification and Healthy Babies Program
- 5 - 24 Health Information Line
- 6 - ID Card Requests
- 7 - All Other Questions**
- \* - To Repeat these Options
- 9 - To Return to the Main Menu

### FSA/Flexible Spending - Information on:

- 1 - Health Care Reimbursement
- 2 - Child Care Reimbursement
- 9 - To Return to the Main Menu
- 0 - All Other Questions**

To speak with a live person, enter prompts through to 1-Pharmacy, 2-CBH/Mental Health, 3-Medical, 4-FSA.  
After making your choice of 1 through 4, choose the number corresponding with **"All Other Questions"** when prompted.  
To check on a precertification issue, you need to select the appropriate prompt, #4 under Medical Information.

COBRA Hot line	800-845-3314	
24 Hour Nurse	800-564-9286	
Drug Line	800-285-4812	Our plan is "2 tiered open"
TelDrug	800-835-3784	
Mental Health	800-251-0669	
Provider Relations	800-882-4462	
Order New Card	800-832-3211	
	Opt 1 then Opt 6	