



Edison Twp BOE Employees

Health Benefits

Health Benefits Contact Sheet & Protocol for Assistance

Health Benefits Protocol for Assistance: Should you have questions or require assistance with your Health Benefits Coverage with **Cigna**, listed below you will find the required contacts to assist you.

Please ensure you contact Cigna 24/7 customer service line first. When speaking with Cigna, please be sure to obtain a reference number for tracking purposes which will be needed should you require further assistance.

Once you have contacted Cigna, if you are unable to obtain a resolution and require additional assistance, please contact the District's Insurance Broker, Alamo Insurance Group who will be able to assist you further.

If you continue to have further difficulty, please contact Cyndi Doherty with the Edison Twp BOE.

Lastly, if you feel your matter requires additional attention, please contact your building representative.

Please find the contact number for assistance below:

1. **Cigna Customer Service:** 1800-Cigna24 or 1800-244-6224 – Cigna is open 24/7 to address member's concerns. (Cigna Medical, Prescription & Dental): please ensure you have your ID available when calling – please request your reference number and write down the date you called.
2. **Alamo Insurance Group:** Doris Morales: (201)295-9044 ext. 105 or via email at dmorales@alamoinsurance.net – when contacting Doris, please provide your name, ID number, date you contacted Cigna and your reference number.
3. **Cynthia Doherty – Edison Twp BOE:** 732-452-4942 or via email at Cynthia.Doherty@edison.k12.nj.us
4. **Lastly:** Contact your building representative