



WHO'S WHO IN YOUR HEALTH PLAN



NOT SURE WHO TO CALL?

Call Securus Benefits first.

We'll answer your question or connect you with the right resource.

(877) 420-0785

portal.securusbenefits.com

support@securusbenefits.com

Welcome to Your Health Plan

One Call. We'll Handle the Rest.

At Securus Benefits, we administer your health plan and are your first point of contact. If we can't answer your question directly, we'll connect you with the appropriate partner.

MEET YOUR HEALTH PLAN TEAM



SECURUS BENEFITS (TPA) YOUR FIRST CALL

We are your advocate and primary point of contact.

- Eligibility & benefit verification
- Claim questions & explanation
- Billing questions & general inquiries
- COBRA administration
- Case coordination & vendor support



YOU NEED A DOCTOR,
OR HAVE QUESTIONS ABOUT
A MEDICAL CLAIM?

Call Securus Benefits.



CIGNA PPO NETWORK

- Provider network access
- Medical claim submission
- Claims repricing & contracted discounts
- Precertification (prior authorization) review



NEED IN-NETWORK
PROVIDERS, PRECERTIFICATION
OR CLAIM INFORMATION?

Visit Cigna Healthcare.



DISCLOSEDRX PHARMACY BENEFITS

- Pharmacy network
- Prescription claims processing
- Prior authorizations for medications
- Formulary management & coverage rules



QUESTIONS ABOUT YOUR
PRESCRIPTION BENEFITS
OR MEDICATIONS?

Call DisclosedRx.



EVO by Fabric VIRTUAL CARE

- 24/7/365 Everyday & Urgent Care
- Talk Therapy
- Mental Health Medication Management
- Convenient virtual care for adults & children*
- Access virtual care directly through your Securus Member Portal

*Service availability may vary by state and plan.



NEED VIRTUAL CARE?

Log in to your Securus Member Portal and select the link to access Evo.



YUZU TECHNOLOGY PLATFORM

Securus Benefits uses Yuzu's secure claims administration platform to administer The Plan.

- Claims processing system
- Member & provider portals
- Tracks claims, EOBs & accumulators



POWERING YOUR PLAN
BEHIND THE SCENES.

You don't need to contact Yuzu.



IMPORTANT TO KNOW

- ✓ Precertification (when required) must be obtained through Cigna BEFORE services are rendered.
- ✓ Providers should verify benefits with Securus Benefits.
- ✓ You are always responsible for checking that your provider is in-network with Cigna.

HOW YOUR PLAN WORKS

A simple look at how your healthcare claims are processed.



1

YOU RECEIVE CARE

You visit a provider or have a service.



2

CLAIM SUBMITTED TO CIGNA

The provider submits the claim to Cigna.



3

CIGNA PROCESSES THE CLAIM

Cigna applies the PPO discount and reviews for accuracy.



4

CLAIM PROCESSED BY SECURUS BENEFITS

Using Yuzu's secure platform, we apply The Plan benefits.



5

CLAIM DECISION MADE

Benefits are applied and payment/EOB is issued.



6

YOU RECEIVE AN EOB

Explanation of benefits (EOB) shows what the plan paid and your responsibility.



We're here to help you navigate your benefits with ease and provide the best possible experience.



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