

**1. TRANSITION BASICS**

On July 1, 2018, the IDB Group Medical Benefits Program will move from our current benefits administrators, Cigna and Cigna IGO, to new administrators for both medical (which includes dental and vision) and prescription drug benefits. The IDB Group hires administrators to provide services for our self-funded medical benefits program, including provider networks, claims processing and tools to help you manage your health and wellness.

New Program administrators:

**For members residing in the U.S. or Puerto Rico:**

	<b>Current</b>		<b>New</b>
Medical, dental, & vision services	Cigna PPO	→	<b>Aetna PPO</b>
Prescription drugs	Cigna	→	<b>Express Scripts</b> (in the U.S. and Puerto Rico; Aetna everywhere else)

**For members residing outside the U.S. or Puerto Rico:**

	<b>Current</b>		<b>New</b>
Medical, dental, & vision services	Cigna IGO	→	<b>Aetna</b> (dental & vision services are pay & claim outside the U.S.)
Prescription drugs	Cigna IGO	→	<b>Aetna</b> (outside the U.S. and Puerto Rico; Express Scripts inside the U.S. and Puerto Rico)

Continue to use your Cigna ID card, Cigna network providers, and the myCigna website or mobile app to utilize your benefits until July 1, 2018. You should also work with Cigna to resolve any claims for care received before July 1, even if the resolution process continues after the administrator transition occurs.

**For care received on or after July 1, 2018**, use your new Aetna and Express Scripts ID cards, network providers, member websites, and mobile apps. Work with Aetna and Express Scripts to resolve claims for care received on or after July 1.

## **2. FAQs**

Find answers to questions you may have about the transition to our new administrators, Aetna and Express Scripts:

- Frequently Asked Questions (FAQs) [English](#) [Español](#)

## **3. ACTIONS TO TAKE**

If you've recently moved, please contact the Human Resources Department to update your mailing address on file. We want to make sure you receive your new ID cards and welcome kits.

## **4. WELCOME KITS AND FORMS**

Our new administrators will send welcome kits to you by postal mail. Your Aetna International identification card will be sent in a separate mailing. They will contain, claims processing information, instructions for activating member website accounts, forms, and more. All mailings for overseas staff and retirees will be sent through the Country Offices.

### **Aetna International**

- Aetna International ID card (mailed separately)
- Aetna International welcome kit (inside the U.S.)
- Aetna International welcome kit (outside the U.S.)
- Transition of Care form (to members in the U.S. only)
- Claims form

### **Express Scripts**

- Express Scripts welcome letter
- Home Delivery form

Please Note: Some IDB Group active staff and retirees may have received a mailing including identification cards from Aetna/EyeMed on or about May 13th. This mailing released in error by Aetna International's vision partner, EyeMed. If you received this mailing, please discard it and wait to receive the official mailing in June. If you have questions concerning this mailing, please call the HRD/COB Insurance team at 202-623-3090.

## **5. TOWNHALLS AND WEBINARS**

Coming soon! Meeting times and locations will be posted here once finalized.

## **6. CONTACT INFORMATION**

For questions about the transition, please contact the Medical and Life Insurance Group at the IDB Group's Human Resources Department at +1 (202) 623-3090.

Aetna International and Express Scripts will activate dedicated telephone numbers and e-mails for the IDB Group in the coming weeks.

If you have questions about your myCigna account or outstanding claims with **Cigna** or Cigna IGO, contact them at the number on your Cigna ID card.