

# Here for you – and your health – *on your schedule.*

**Call, Chat, or Email, we're here for it!**



**Cigna Customer Service – 1.800.233.7137** – *Speak with a live representative  
24/7/365 including holidays.*



**Click to Chat** – *available through myCigna.com or the myCigna app - live chat with a Cigna  
Customer Service representative.*



**Email Us!** *Did you know Cigna has a dedicated secure email box for Endeavor Health?*

*Here are just some of the ways you can use the dedicated mailbox:*

- *Assistance understanding how the medical and behavioral health benefits work and what is covered*
- *Help finding in-network providers*
- *Submit Gap Exceptions for the Endeavor Health Plan*
- *Questions about authorizations*
- *Questions about claims (paid, denied) and resolve issues (include employee and patient name, date of service, rendering provider in your request)*
- *Help understanding deductibles and out-of-pocket maximums as well as what services count toward them*
- *How to read your explanation of benefits (EOB)*
- *Assistance with navigating myCigna.com or the myCigna mobile app*



**Email us at: [EndeavorSupport@cignahealthcare.com](mailto:EndeavorSupport@cignahealthcare.com)**

*Please allow 48-72 hours for email responses or next business day on weekends and holidays.*

*For URGENT questions or concerns, please call Cigna Customer Service.*