

## HOW TO OBTAIN YOUR MEMBER ID

Following is information to assist you in accessing dental services and expediting your claims processing:

- **Member ID Card:** ID cards are available and may be printed from the PERS web site at [www.nd.gov/ndpers](http://www.nd.gov/ndpers). Select Forms & Publications from the menu and then the Group Dental Plan Insurance. The card contains the NDPERS group account number **3328472** as well as the necessary information for you or your provider to file a claim. This card **DOES NOT** contain your **Member ID** number. To obtain your Member ID number, you must register on the [myCIGNA.com](http://myCIGNA.com) web site or call CIGNA Customer Support.
- **Member ID Number:** Your Member ID number is a unique number used to identify each plan participant. It starts with a 'U' followed by 9 digits and an individual identifier number beginning with 01 for the subscriber, 02 for the spouse, 03 for first dependent, etc. You have two options available to obtain your Member ID number:
  1. If you have not already done so, go to [myCIGNA.com](http://myCIGNA.com) web site home page and select the register button. Complete the personal information as requested. Where it asks for Member ID, provide your social security number and select continue. This will take you to the registration screen. After completing this step you can continue and will be provided with a profile of your account. You may download and print your Member ID card(s) which contains coverage information as well as your personal Member ID number and NDPERS group account number.
  2. If you do not have access to the internet, call CIGNA Customer Support at 1.800.244.6224. Respond 'dental' for type of coverage and 'eligibility' for type of information. A customer service representative will then ask you to verify some personal information before providing you with your Member ID number. CIGNA will not mail out ID cards so record the number and retain it for future reference.
- **Member Resources:** At [myCIGNA.com](http://myCIGNA.com), you also have convenient access to your personalized information and a variety of on-line resources. At myCIGNA.com you can:
  - Download and print dental claim forms,
  - View screen shots of your personal individual and family maximums and deductibles,
  - Get answers related to common dental procedures,
  - Check the status of a claim,
  - Use the convenient 'cost calculator' to help you determine your out-of-pocket costs once your dental insurance is applied to your claim, or
  - Review your dental plan information.
- **Locating a Dentist:** The Member ID Card contains information about how to locate a dentist. This **DOES NOT** apply to the PERS plan because we do not have a dental network. You may receive services from the dentist of your choice.
- **Filing Claims:** In November of 2006, CIGNA sent letters to all the dental providers in the State of North Dakota notifying them of the change in carriers, our group number, the address to submit claims, and instructions to access an internet based provider portal to obtain eligibility, benefits, and claims information. Your provider can file a claim using either your social security number or your Member ID number.