Health Insurance Companies Contact Information

Aetna
Member Services Phone Number: 1-844-365-7373
Payment Mailing Address: Unavailable. Provided on your invoice
Payment Options Webpage: http://www.aetnacvshealth.com/payment
Create an account: https://www.aetnacvshealth.com/
Find A Doctor:
https://www.aetna.com/dsepublic/#/contentPage?page=providerSearchLanding&site_id=aetnaivlexchange
Search Medications: https://www.aetna.com/individuals-families/find-a-medication.html

Anthem
Member Services: 855-748-1808
Payment web address for first payment only:
https://payment.anthem.com/sales/payment/ipp#/standalone?state=OH
Payment options (You will need your member ID. If you have not received it call member services)
https://www.anthem.com/member-resources/billing-and-payments
Payment Mailing Address: Anthem Blue Cross Blue Shield P.O. Box 11792, Newark, New Jersey 07101-4792
Create an account: https://www.anthem.com/account-login/
Find A Doctor: https://www.anthem.com/find-care/
Search Medications: https://www.anthem.com/va/pharmacy-information/drug-list-formulary (Select Drug List: Virginia Individual Plans)

CareFirst
Member Services (On Exchange) 1-855-444-3122
Member Services (Off Exchange) 1-855-444-3121
Payment Mailing Address: Payment Administrator PO Box 70250 Philadelphia, PA 19176-0250
Payment Options Web Page: https://member.carefirst.com/members/tools/payment-options.page
Create an account: https://member.carefirst.com/mos/#/login
Find A Doctor: https://individual.carefirst.com/individuals-families/providers-facilities/find-provider/search-for-provider-facility.page Choose either the Blue Choice HMO or the Blue Preferred PPO Networks
Search Medications: https://member.carefirst.com/carefirst-resources/pdf/exchange-formulary-sum5462-2024.pdf

Cigna
Member Services Phone Number: 877-900-1237
Payment Phone Number: 877-484-5967
Payment Mailing Address: Cigna, P.O. Box 71217, Charlotte, NC 28272-1217
Payment Options Webpage: https://www.cigna.com/individuals-families/shop-plans/health-insurance-plans/
Create an account: https://my.cigna.com/web/public/guest
Find A Doctor: https://hcpdirectory.cigna.com/web/public/consumer/directory
Search Medications: https://www.cigna.com/individuals-families/member-guide/individuals-families-drug-list?consumerID=cigna&indicator=IFP&pdlYearType=CD
Scroll down. Choose your state. Choose Cigna 5 Tier Plan Drug List. Type the name of the drug in the search box. Click Search

Kaiser Permanente
Member Services Phone Number: 800-777-7902
Pay by Phone: 1-844-524-7370
Payment Mailing Address: Kaiser Foundation Health Plan, P.O. Box 60508, City of Industry, CA 91716-0508
Create an account: https://healthy.kaiserpermanente.org/maryland-virginia-washington-dc/support/pay-bills/premium-bills
Find A Doctor: https://kaisermidatlantic.providerlookuponlinesearch.com/search
Search Medications: https://healthy.kaiserpermanente.org/content/dam/kporg/final/documents/formularies/mas/marketplace-formulary-mas-en-2023.pdf

Oscar Health
Member Services Phone Number: 1-855-672-2788
Pay by Phone: 855-672-2755
Payment Mailing Address: See your invoice
Payment Options Webpage: https://www.hioscar.com/faq/client-payment-options
Create an account: https://www.hioscar.com/
Find A Doctor: https://www.hioscar.com/search/?networkId=027&year=2024
Search Medications: https://www.hioscar.com/search/?networkId=027&year=2024

Sentara Health (Formerly "Optima Health")
Member Services Phone Number: 1-888-737-5479 or 757-687-6434
Pay by Phone: 888-645-4306
Payment Mailing Address: Optima Health, P.O. Box 715892, Philadelphia, PA 19171-5892
Payment Options Webpage: https://www.sentarahealthplans.com/en/members/manage-plans/ifp-bill-payment-options
Create an account: https://www.sentarahealthplans.com/en/signin
Find A Doctor:
https://sentarahealthplans.healthsparq.com/healthsparq/public/#/one/insurerCode=OPTIMAH_I&brandCode=OPTIMAH&productCode=OP028
Search Medications: https://www.sentarahealthplans.com/members/manage-plans/prescription-drug-lists

United Healthcare
Member Services Phone Number Virginia: 1-877-265-9199
Member Services Phone Number Maryland: 1-800-691-0021
Payment Mailing Address: United Healthcare Exchange, P.O. Box 740409, Cincinnati OH 45274-0409
Create an account: https://member.uhc.com/myuhc "Click Register"
Find A Doctor:
https://member.uhc.com/myuhc?currentLanguageFromPreCheck=en&_gl=1*1e4p4gp*_gcl_au*MTMwMjQ5NTAyMC4xNzI3MjIxNjg3
Search Medications: https://www.uhc.com/member-resources/pharmacy-benefits/prescription-drug-lists/individual-exchange

Wellpoint (Maryland 2025) NEW
Member Services Phone Number 833-707-0867
Initial Payment Site: https://payment.wellpoint.com/initialpayment/standalone?state=MD
Mailing Address: WellPoint PO Box 6406 Carol Stream, IL 60197-6406
Create an Account: https://www.wellpoint.com/

Please include Member ID or case ID on all correspondence. Your payment options and company contact information will also be listed on you invoice, member ID card and in your online account

Please feel free to contact me if you have any additional questions.

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Facebook: https://www.facebook.com/sesinsureme/
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