

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/quest>

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&pdYearType=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

Innovation Health (Aetna)

Member Services Phone Number: 844-365-7375

Innovation Health Payment Phone Number: 844-365-7375 option 1 On exchange

Innovation Health Payment Phone Number: 844-365-7373 option 5 Off exchange

Payment Mailing Address: Aetna/INOVA, P.O. Box 842920, Dallas, TX 75284-2920

Payment Options Webpage: <https://www.innovationhealth.com/en/individuals-families/member.html>

Create an account: <https://www.innovationhealth.com/en/index.html> Click Member Login to register

Find A Doctor:

https://www.aetna.com/dsepublic/#/contentPage?page=providerSearchLanding&site_id=aetnaivlexchange

Search Medications:

<https://client.formularynavigator.com/Search.aspx?siteCode=0700293737>

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*1e4p4qp*_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.

Sheron E Sidbury

Healthcare Cost Containment Specialist

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Twitter: <https://twitter.com/SheronESidbury>

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

Alignable: <https://www.alignable.com/alexandria-va/medical-cost-containment-specialist>