

Find Answers *Faster*

Got a Question? You Might Already Have the Answer.

Before you pick up the phone to call Team Member Connect, take a quick look below.

Many of the most common questions we hear can be answered in seconds with just one click on [Your Benefits Destination](#). If any of the questions below sound familiar, skip the call and head straight to the source!



I just had a baby or adopted a child – how do I add my child?

[Click here.](#)



How do I update my beneficiaries?

[Click here.](#)



What is a Qualifying Life Event (QLE)? What do I do when I have one?

[Click here.](#)



How do I update my personal information (name, address, etc.) with the insurance company?

Medical & Dental (Cigna): [Click here](#) or open the myCigna app, sign in and select **Manage My Profile** from the main menu.

Pharmacy (Express Scripts): [Click here](#), log in and navigate to **Account Settings** or **Help**. Or call the number on the back of your member ID card.

Vision (VSP): [Click here](#) to update online anytime or call **800-785-0699** or email member@vspindividual.com.



How do I update my dependents' information?

[Click here.](#)



How do I cancel my insurance?

Enrollment happens once a year unless you experience a QLE.

[Click here](#) to view the QLE guide or make changes during the next enrollment period.



My provider says I don't have insurance – how can I confirm my coverage on the Cigna site?

[Click here.](#) For other questions regarding your Cigna health insurance, you may also connect with **Cigna's Personal Benefits Concierge** at **(800) 244-6224** or use the **myCigna mobile app** to start a virtual chat session from 9 a.m. to 8 p.m. ET.



What is covered under my insurance?

Check out [Your Benefits Destination](#) to explore the benefits offered to you and what may be covered under your medical, dental, and vision insurance depending on your plan.



What can I do if my claim is denied?

Check your email for an Explanation of Benefits (EOB) sent by Cigna or on [MyCigna.com](#) for details. For help, log in to MyCigna.com or call the number on your ID card to speak with Customer Service (available 24/7).