

Cigna Global Health Benefits(CGHB) – Inpatriate (INPAT) Medical and Dental Benefits Coverage Information and Frequently Asked Questions

How do I enroll myself and my dependents into medical and dental benefits? As a new U.S. INPAT, you are enrolled in Cigna Global Health Benefits (CGHB) medical and dental coverage effective the day you start your INPAT assignment in the US. **You need to enroll your dependents within 30 days of your assignment start date.** Your dependents coverage will be effective retroactively to your assignment start date.

- **To Enroll Online**

Access the Your Benefits Resources Web site at <http://www.resources.hewitt.com/phillips66>.

- **To Enroll through a Representative**

Contact the Benefits Center at **800-965-4421**. Outside the United States, call 646-254-3467 Benefits Center Representatives are available between 8:00 a.m. and 6:00 p.m. Central Time, Monday through Friday, except on holidays.

I am an INPAT; I just arrived in the US. I need to make a doctor's appointment for myself and/or my dependents; the doctor won't schedule my appointment and I can't get my prescriptions because I don't have a CGHB ID card. What can I do?

- If medical or dental care is needed before you receive your CGHB ID card in the mail, you can contact the CGHB Service Center for assistance. The toll free number is **800-441-2668** or you may call collect at 001-302-797-3100. . You may also access their website at www.CignaEnvoy.com
- CGHB service center has Customer Service Representatives available 24 hours a day, 365 days a year to assist you with your benefit, eligibility and claim status questions.

I am enrolled in CGHB. However, I don't have my ID cards. What are my options?

- Call CGHB Customer Service* and ask for your ID number and when you can expect to get your cards.
- Log onto www.CignaEnvoy.com and print off your temporary ID card.

I have a specific CGHB benefit question I would like explained to me.

- Go to the INPAT benefit page on hr.phillips66.com (link provided below).
- <http://hr.phillips66.com/Benefits/Benefits-For-Today/Expats-Inpats-And-NCNR.aspx>
- Click on "**Benefit Highlights**" information available on the site.
- The CGHB Service Center* has Customer Service Representatives available 24 hours a day, 365 days a year to assist you with your benefit, eligibility and claim status questions.

* Important Resources:

- The Benefits Center: **800-965-4421** or outside the US, call **646-254-3467**. Hours: Monday through Friday 8:00 AM to 6:00 PM CST.
- YBR: Access Your Benefits Resources (YBR) website online at <http://resources.hewitt.com/phillips66>. You will be prompted for a User ID and password. As a reminder, if you have not previously established a User ID with the Benefits Center, you will be asked to provide the last 4 digits of your Social Security Number. If you do not have a U.S. Social Security Number, please use the last 4 digits of your U.S. employee ID number.
- CGHB Service Center has Customer Service Representatives available 24 hours a day, 365 days a year to assist you with your benefit, eligibility and claim status questions. The toll free number is **800-441-2668** or you may call collect at 001-302-797-3100. You may also access their website at www.CignaEnvoy.com.