

# PERSONAL REPRESENTATIVE REQUEST

The purpose of implementing a Personal Representative is to enable another individual to act on your behalf with respect to:

- making decisions about your health benefits,
- requesting and/or disclosing your protected health information, and
- exercising all of the rights you have under your health benefit plan.

A Personal Representative may either be legally appointed, or designated by a Customer to act on his or her behalf:

- When a Personal Representative has been legally appointed, the Personal Representative should complete and sign this form. Supporting legal documentation, such as a power-of-attorney that indicates full health care decision-making authority or guardianship papers, must be submitted with this form.
- When a Personal Representative is being designated by a Customer, the Customer needs to sign this form in the presence of a Notary Public.

**Important: Except for Cigna Home Delivery Pharmacy materials, all Customer mailings will be directed to the Personal Representative's address.**

Cigna Home Delivery Pharmacy will continue to send the medications, accompanying information and other communications directly to the Customer (not to the Personal Representative) at the address Cigna Home Delivery Pharmacy has on file for the Customer. If medications and communications are to be sent to the Personal Representative, please call Cigna Home Delivery Pharmacy at **1.800.Tel-Drug**.

The Customer retains his or her right to act on his or her own behalf unless Cigna HealthCare receives legal documentation dictating otherwise.

**Note:** If your request is granted, it will affect only written and oral communications from Cigna HealthCare. If you also wish your employer, group health plan, physician or anyone outside of Cigna HealthCare to make this change, you must obtain their agreement separately.

## 1. Verification – (Please Print)

**Identification of Customer:** *(The following information is needed for verification.)*

Name of Customer: \_\_\_\_\_ Date of Birth: \_\_\_\_\_

Phone Number where we can reach you if we need to contact you to process your request (required): \_\_\_\_\_

Social Security # (Optional): \_\_\_\_\_ Customer ID card # (if applicable): \_\_\_\_\_

Group or Account # on ID card: \_\_\_\_\_

Subscriber Name (if different from Customer): \_\_\_\_\_

Subscriber's Relationship to Customer: \_\_\_\_\_ Subscriber's Employer Name: \_\_\_\_\_

Subscriber's Social Security # (if different from customer) (Optional): \_\_\_\_\_

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**If you have additional coverage with Cigna, other than that which is described above, please provide the following information as well:**

Other Employer Name: \_\_\_\_\_

Customer ID card #: \_\_\_\_\_ Group or Account # on ID card: \_\_\_\_\_

Does this request apply to all coverage? \_\_ Yes \_\_ No

### **Identification of Personal Representative:**

Name of Personal Representative: (only one person can be named) \_\_\_\_\_

Relationship to Customer: \_\_\_\_\_

Date of Birth of Personal Representative: (answer in the following 8-digit format: 11231949 for November 23, 1949) \_\_\_\_\_

Address where communications about this Customer should be sent: \_\_\_\_\_

What is the reason for this request? \_\_\_\_\_

## **2. Verification questions for personal representative**

(In this section "You" and "Your" refer to the Personal Representative.)

The answers you provide below will be used to verify your identity if you call for protected health information about the Customer. Note that we ask these questions because the answers should be easy for you to remember, but you may enter other numbers as described below.

4 digit PIN (you may use any four digit number) \_\_\_\_\_

What is your mother's date of birth? (answer in the following 8-digit format: 11231949 for November 23, 1949) \_\_\_\_\_

You may use any date, however, it cannot be a future date, and it must be a legitimate calendar date. For example, we cannot accept 11361949 (November 36, 1949) because there are not 36 days in November. We also cannot accept 11232025 (November 23, 2025) because 2025 is a future date.

Please DO NOT provide anyone else with the answers to these questions.

You should keep a copy of this form for reference.

### **Please note**

If the information on this form is not complete, Cigna HealthCare will return the form to you, and this request will not be considered until Cigna HealthCare receives complete information.

If your Customer ID or date of birth is changed, another form will need to be completed at that time.

If either the Customer or Group changes to a different type of health care benefits coverage provided by Cigna HealthCare, another form will need to be completed at that time.

Any previous request to send information to an alternate address will be disregarded. All future Customer correspondence will be sent to the address specified above.

You may change or revoke this request by sending a written request to Cigna HealthCare, Central HIPAA Unit, at the address on the following page.

## **3. Signature**

Personal Representatives who are appointed by a court order or other legal documentation, please complete section A.

Personal Representatives who are designated by a Customer, please proceed to sections B and C.

### **A. Personal Representatives who are legally appointed:**

I have read and understand the above information. I acknowledge that by signing this form I have the legal authority to act on behalf of the Customer.

Signature of Personal Representative \_\_\_\_\_ Date: \_\_\_\_\_

To safeguard privacy and help make sure no one other than the person whom the Customer designates receives Protected Health Information, this request must be submitted with appropriate supporting legal documentation.

### **B. Personal Representatives designated by a Customer**

To safeguard privacy and help make sure no one other than the person whom the Customer designates receives Protected Health Information, this request must be signed by the Customer and be notarized. (Notary services often can be provided free at a bank where you have an account).

I have read and understand the above information. I acknowledge that by signing this form I authorize Cigna HealthCare to treat my Personal Representative as myself.

Signature of Customer/Parent/Guardian *(This line is for the Customer to sign, authorizing the Personal Representative.)*

\_\_\_\_\_ Date: \_\_\_\_\_

### **If request is made by a Parent/Guardian for a minor child, complete the following:**

Customer is a minor \_\_\_\_\_ years of age. If you are making this request on behalf of a minor child, we may require additional information before this request is considered complete.

### **Please return this completed form:**

**Fax to:** 877.815.4827 or 859.410.2419

*or*

**Mail to:** Cigna HEALTHCARE CENTRAL HIPAA UNIT,  
PO Box 188014,  
Chattanooga, TN 37422.



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