Description of Contacts

Consolidated Health Plans (CHP) Customer Service – medical claims and plan benefit administrator contracted with Nationwide; processes student policyholder medical claims:

CHP Customer Service: First point of contact for questions related to your medical claims, benefits and exceptions: 800.633.7867. If for any reason the service you receive after contacting them is unsatisfactory, call Cross Agency.

Cross Agency – Broker that negotiates and presents International Student health insurance proposal to the University of Maine. University of Maine International Student Health insurance policyholders are Cross Insurance clients. 217 Maine St. Lewiston, ME 04240. 800.537.6444 (Lisa Farrington)

Nationwide Health Insurance Company – health insurance carrier that underwrites the student health insurance plans at the University of Maine.

Cigna – network of providers that give care and under the University’s International Student health insurance policy are considered preferred-providers. This changed between 2011/2012 and 2012/2013. EMMC and Cutler are part of the Cigna network. Search for preferred providers at www.crossagency.com/umaine

Medical Claims Processing: Student visits medical provider (Physician), receives evaluation/treatment > medical provider’s office submits your claim to Cigna > Cigna approves and sends the claim to Consolidated Health Plans (CHP) for payment > An Explanation of Benefits (EOB) sent to student by CHP > CHP pays their (Health Insurance plan) portion of bill to Medical provider > Medical provider’s office mails remainder of bill to student for payment

Insured students with medical claims and plan benefit questions should contact:*

a. Medical Claims, Plan Benefits, exclusions and/or coverage questions: first point of contact CHP Customer Service: 800.633.786
b. If for any reason the service you receive after contacting them is unsatisfactory: Cross Agency: 800.537.6444 (Lisa Farrington)

Students with questions about plan enrollment:* Cross Agency: 800.537.6444 (Lisa Farrington)

*If there are issues with the paths of contact above in regards to health insurance enrollment, plan activation, or claims, which do not resolve the matter, please contact International Student Office for additional assistance @ 207.581.3433.