



Welcome to the team!

We want you to feel welcome at ConGlobal. We believe that you are the best at what you do, and we look forward to the impact you will have on our shared company and the opportunities this will create for you individually.

Our team will be available over the next few weeks to welcome you and help the team navigate the onboarding and benefits enrollment process.

The mission at ConGlobal is simple; take care of each other, our customers, and our business. We use our mission statement as an essential navigation tool to point all employees at the heart of our company's passion, being an expert partner in terminal operations.

During this time of transition, we aim to uphold this mission so the process is simple, seamless and starts your experience with ConGlobal off right.

Benefits can seem overwhelming, so I want to break down what will happen in the next few days.

- **You can begin reviewing our benefit options within our benefits app.** This app is a great information resource before you enroll, and afterward, it's also where you can find insurance cards, our wellness newsletter, and where to go for care. [Click here to view our benefits.](#)
- **There is no waiting period for your benefits—your coverage begins July 15, 2023.** The benefits team and the expert benefit counselors from iBTR will be onsite this week to help with enrollment. Your manager will connect you with the team during your shift, or you can stop by on break, lunch, or before/after your shift.
- **If you or anyone in your family needs to see a doctor or fill a prescription, rest assured you will be covered.** We've alerted our providers of the enrollment event and compiled contact information and ID cards for you to use within this document.
- **Once enrolled, you'll receive your ID cards in the mail in 10-15 days.** As a reminder, your coverage will be active as of July 15, and the provider will reprocess any claims accordingly.

Take care,
Dijana

Our Benefits at a Glance

Our medical coverage is through Cigna.

- **You can access Cigna's pre-enrollment hotline at 888-806-5042** with questions about medical benefits, programs, & providers.
- We know keeping your current provider(s) gives you continuity of care. [Click here to search for in-network providers.](#)
- Please complete a [transition of care form](#) if you have a scheduled surgery or inpatient stay after your effective date. Once you complete the form, please submit it to our HR/benefits team at benefits@conglobal.com



Network: Open Access
Group Number: 3343748

Customer Service: 800-244-6224
mycigna.com

Our prescription coverage is through CVS/Caremark.

- Because there is a transition to a new provider, you may be required to get a new prescription to set up your medication mail-order delivery by CVS/Caremark. This may also apply to specialty drugs and any medication that requires pre-authorization or step therapy.
- You can verify that your prescriptions are covered in the Benefits App. [Performance Drug Formulary](#) or [Specialty Drug Formulary.](#)
- You will receive a separate prescription ID card.



RXGRP: RX21AV
RXBIN: 004336
RXPCN: ADV

Customer Service & Mail Order: 844-203-6363
Specialty RX: 800-237-2767
caremark.com

Our dental coverage is through Delta Dental.

- You can search for in-network dentists at DeltaDentalIL.com.



Enhanced Network: PPO
Basic Network: Premier
Group Number: 20497

Customer Service: 800-323-1743
deltadentalil.com

Our vision coverage is through EyeMed.

- You can search for in-network providers at EyeMed.com.
- You will have a new lens and frame allowances on your effective date.



Network: Insight
Group Number: 1022502

Customer Service: 866-939-3633
eyemed.com

[Click here](#) for a full list of benefits including mental health resources, personalized health, flexible spending, voluntary and life insurance.

Enrollment Checklist

We want our employees and their families to thrive and have the benefits and resources to meet their unique needs.



Review your benefit summary and share the information with your family. You can find the information you need in our benefits app at ConGlobal.MyBenefitsApp.com

Gather the necessary dependent and beneficiary information like social security numbers, birth dates, addresses, and phone numbers.

Make sure your beneficiary information is accurate and up-to-date.

Make a list of the questions you have about benefits before your meeting with an iBTR counselor.

conglobal.mybenefits.com

You'll enroll for benefits in our employment system Ceridian Dayforce.

Make sure you have your employee ID (it's a number) and password for Dayforce.

If you have forgotten your password, please reset it by clicking on 'can't access your account' and following the prompts.

If you are adding a spouse or child to your benefits, you must submit supporting documentation like a marriage license and birth certificate. You can find more details about the accepted forms of documentation in Dayforce.



Proof of Coverage Memo

Effective Date: 7/15/2023
Account Name: ConGlobal

Your coverage with Cigna is effective as of 7/15/2023. This memo gives you the information in regard to accessing your healthcare in the event that your physical ID card has not been received by the effective date. You may use this memo when accessing care for physician services. If you or your service providers have additional questions, please call the member services telephone number listed below.

Medical

Group Number: 3343748

ID#: will be the employee's social security number followed by a person code. The actual ID card will reflect Alternate Member Identification number which will work the same as the SSN.

01-Employee
02-Spouse
03-Child (in age order, 04, 05, 06, etc.)

Member Services 1-800-244-6224.

Cigna Claims Address:

Cigna
P.O. Box 182223
Chattanooga, TN 37422-7223

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