



## **Cigna**

At Perfect Balance Clinic we cover many disciplines, however Cigna usually only cover Physiotherapy and Osteopathy for which we can bill them directly, for one appointment a day per authorisation.

**You will need to provide the following via email to Reception@pbclinic.com:**

- Your membership number (CI + 8 numbers e.g. CI31759308)
- Pre-approved authorisation number (9 numbers eg 418439821)
- Which discipline you have been authorised for (Physiotherapy or Osteopathy)
- How many sessions have been approved

Please be advised that without this information and a valid authorisation, Cigna cannot process your invoices which may result in the need to self-fund your appointments.

### **Procedure:**

Please contact Cigna prior to booking an appointment with us. They will advise if you are covered. Once you have your pre-approved authorisation code, please contact Perfect Balance and our Reception Team will be happy to help book you in.

**You may need to make a contribution towards your treatment if you have a policy with excess or other limitations.**

This may be referred to using the following terminology

- Excess
- Cost share (co-insurance)
- Member contribution
- Benefit limitation

Please contact Cigna directly if you are unsure about any of the above.

**Our administration team is not able to access information regarding your private medical insurance, therefore this information needs to be provided by you.**

Link to terms and conditions: <https://www.perfectbalanceclinic.com/terms-and-conditions/>