

Can I use my password from the previous Choice Benefits website?

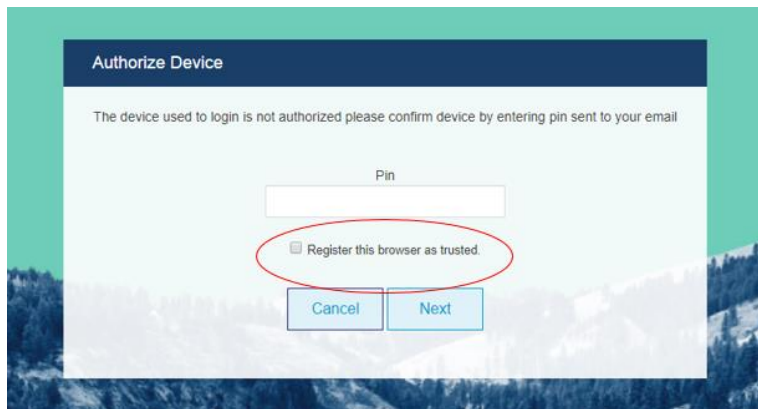
On the new Choice Benefits website, you will be required to set up a new username and password.

Who do I contact for help resetting my password?

Contact the Choice Benefits Team to assist with a password reset by emailing benefits@arcb.com, or call 800-451-6907.

I have set up my account, but the pin number continues to be emailed to me upon login.

Check the box to register your device. Once you've authorized your device, you will no longer be required to enter a pin when signing in.



Where can I find my ID number?

Your insurance ID number is located on the top right of your insurance ID card. This is the number you will need to register your new account.



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Member Name: Jane Doe

Group Name: Choice Benefits

Group #: 12345

Cigna Group #: 0199776

Effective Date: 08/01/2017



ID#: 123456

Medical Co-Pays

In-Network Office Visit

(Medical Only) Co-Pay: \$30

(ER) Co-Pay: \$150

Dental – Premium EE+Spouse

Vision – VSP Family

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Where can I view a copy of my Explanation of Benefits?

Once you log in, click on Claims List from the Start Here tab to access your Explanation of Benefits.

Why do I only see claims from 2020?

Claims history is currently unavailable prior to 1/25/2020 on the Choice Benefits website. For a copy of an Explanation of Benefits prior to 1/25/2020, contact Choice Benefits by emailing benefits@arcb.com, or call 800-451-6907.

Will historical claims be available to view in the future?

Yes, Choice Benefits has implemented a new claims system platform and is working toward including historical claims.

How do I request a new insurance ID card?

Contact Choice Benefits to request a new insurance ID card by emailing benefits@arcb.com, or call 800-451-6907.

Where do I view which wellness requirements I've completed?

Information regarding Wellness Requirements is located on Castlight.

Click on your point balance from the Castlight home screen to be directed to the "Ways to Earn" dashboard. From here, you will see a list of point-earning activities that are available to complete, as well as a list of your already completed activities.