



Important Information About Recent Claims Processing

1-855-333-1005 | www.AskAllegiance.com/APL

We are writing to make you aware of a claims processing issue that may have affected some APL medical plan members.

What happened

Cigna identified an issue that caused some claims from in-network providers to be incorrectly priced as out-of-network because certain provider contract information had not been loaded into the claims processing system.

The issue affected claims priced between July 23 and August 26, 2026.

What we are doing

Allegiance and Cigna are working to correct the affected claims.

Claims that had not yet been processed were held while corrected in-network pricing was obtained from Cigna and are now being processed.

If an affected claim was already processed and you received an Explanation of Benefits (EOB) showing your provider as out-of-network, your claim will be reprocessed and you will receive a new EOB reflecting the correct in-network benefits.

What you can do

You can review your claims and their processing status by logging in to the Allegiance member portal at AskAllegiance.com/APL.

If you believe a claim from an in-network provider was incorrectly processed as out-of-network, please contact Allegiance Customer Service at 1-855-333-1005. Our Customer Service team can review the claim and confirm whether it was affected.

We apologize for any confusion or inconvenience this issue may have caused and appreciate your patience as we work to ensure affected claims are processed correctly.