



Crystal Cunningham

Crystal Cunningham is the Onsite Client Service Partner for Harris Health System. In this role, Crystal is a key member of the account management team with expertise in Cigna's service administration capabilities. Crystal has ownership and accountability for ongoing, end to end service delivery, ensuring your satisfaction with Cigna's products and services and delivering upon an exceptional client service experience.

Crystal is the primary Cigna contact for all operational service related to claim processing, customer service, eligibility, billing, and benefit structure. These primary functions include customizing service delivery to meet your needs, and negotiating with internal and external partners and customers to resolve service issues and requests.

Crystal has been with Cigna for over 10 years. She has worked in various roles within the organization including, Dental and Medical Customer Service Advocate, National and Choice Fund products, Implementation of our first Click to Chat, and Dedicated National Account Specialist. Crystal has also received numerous awards for service excellence, including, Everyday Champions, Cigna Champions Recognition, and Service Recognition.

While away from work, Crystal enjoys spending time with her family and friends. She has been happily married for over 5 years and has 2 kids and 3 dogs. She loves spending time outdoors and working out at Orangetheory.



Harris Health is committed to helping you achieve your best health. Incentives for participating in a wellness program are available to all eligible employees. If you think you might be unable to meet a standard for incentives under this wellness program, you might qualify for an opportunity to earn the same reward by different means. Contact our designated Cigna Customer Service Representative at 346-302-4248 or via email at HarrisHealth@cigna.com and we will work with you (and, if you wish, with your doctor) to find a wellness program with the same reward that is right for you in light of your health status.