

Additional Administrative Guidelines and Program Requirements for Cigna + Oscar Plans

We're bringing together the power of Cigna's national and local provider networks and Oscar's innovative digital member experience. Together, our partnership makes for healthy employees and a healthy bottom line.

What you need to know about Cigna + Oscar

With Cigna + Oscar, you benefit from direct integration with two of Cigna's most popular provider networks: Open Access Plus and LocalPlus®. These networks will be utilized for Cigna + Oscar plans. Other important information about Cigna + Oscar is provided below.

Provider Support

1-855-672-2755

Online Portal

Visit www.cignaoscar.com for a detailed guide on portal setup.

Mailing Address

Cigna + Oscar
PO Box 188061
Chattanooga, TN 37422-8061

Claim Disputes

Cigna + Oscar
c/o Oscar Management Corporation
PO Box 52146
Phoenix, AZ 85072-2146

Eligibility and Benefits

To confirm eligibility and benefits, visit www.hioscar.com/providers 24 hours a day, 7 days a week. We are also available to assist you at 1-855-672-2755, Monday through Friday, from 8 am – 9 pm ET.

Cigna + Oscar coverage is insured by Cigna Health and Life Insurance Company. CA: benefits administered by Oscar Health Administrators. Other states: benefits administered by Oscar Management Corporation. Pharmacy benefits provided by Express Scripts, Inc. Cigna + Oscar health insurance contains exclusions and limitations. For complete details on product availability and coverage, please refer to your plan documents or contact a representative.

Pharmacy Services

Cigna + Oscar plans utilize Express Scripts® to manage the pharmacy network, formulary, and all aspects of the outpatient prescription drug benefit, including any related medication management programs. Express Scripts adjudicates prescription claims at the point of sale.

Prior authorizations may be required for certain medications. Prior authorizations can be initiated by calling 1-800-753-2851 or electronically online at bit.ly/express-scripts-easy-epa. For questions about prior authorizations or prescription drug appeals, call us at 1-800-753-2851.

To access the Cigna + Oscar drug formulary, click [here](#).

Prior Authorization

Cigna + Oscar plans may require authorization for certain services. A list of services can be accessed online at www.hioscar.com/prior-authorization. It is important to submit any elective or pre-service requests in advance to ensure everything is in place for your patients to get the right care. To confirm authorization requirements for a specific code or service, or submit an authorization request, or check the status of an existing authorization, please reference our Provider Portal at <https://provider.hioscar.com> or call 1-855-672-2789. We encourage you to submit authorization requests for Medical services through our Provider Portal, however, authorization requests may also be submitted by faxing the Authorization Request Form to 1-844-965-9053.

Please note all authorization requests for Behavioral Health services must be submitted via faxing 1-844-965-9053 or calling 1-855-672-2755. For services where Cigna + Oscar plans delegate utilization review, you will be transferred to or instructed to contact the appropriate vendor.

If prior authorization is not obtained, services are subject to post-service (retrospective) review. Some services that may be a part of an ongoing course of treatment may also be subject to concurrent review. Inclusion of a benefit in the Cigna + Oscar Authorization List is not a guarantee of coverage. Coverage of these benefits may vary by plan and the Authorization List is subject to change.

Review for certain services is delegated to eviCore healthcare. For access to the clinical criteria utilized by eviCore or to download an authorization request form, please visit <https://www.evicore.com/resources/healthplan/cigna-plus-oscar>. For other services not indicated in these resources, call us at 1-855-672-2755 or follow the instructions on the Cigna + Oscar Authorization Request Form.

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Prior Authorization Appeals

Phone: 1-855-672-2755

Fax: 1-844-965-9054

Mail:

Cigna + Oscar

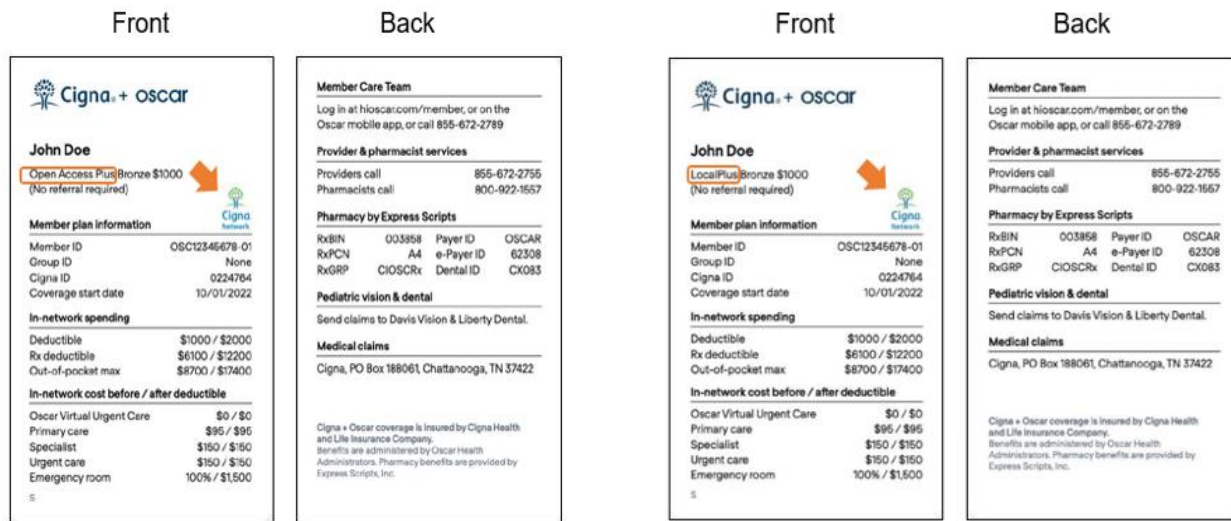
c/o Oscar Management Corporation

PO Box 52146

Phoenix, AZ 85072-2146

Sample ID Cards

Member ID cards will include details about the network the plan aligns with and will look like the samples below:



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Submit Claims

Claim Type	Network	Submit To
Medical Services	Open Access Plus and LocalPlus	Electronic Payer ID: 62308 Cigna + Oscar PO Box 188061 Chattanooga, TN 37422-8061
Behavioral Health and Substance Abuse Services	Evernorth Behavioral Health, Inc.	Electronic Payer ID: 62308 Cigna + Oscar PO Box 188061 Chattanooga, TN 37422-8061
Pediatric Vision Services	Davis Vision	Vision Care Processing P.O. Box 1525 Latham, NY 12110
Pediatric Dental Services	LIBERTY Dental	Electronic Payer ID: CX083 LIBERTY Dental Plan Attn: Claims Department P.O. Box 26110 Santa Ana, CA 92799 Provider Portal: www.libertydentalplan.com
Prescriptions/ Specialty Pharmacy	Express Scripts	Express Scripts ATTN: Commercial Claims P.O. Box. 14711 Lexington, KY 40512-4711
Transplant Services	Cigna LifeSource	Cigna LifeSource NAC Claims P.O. Box 6471 Indianapolis, IN 46206 Transplant Claims Please send transplant claims to the contracted vendor for the particular

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Check the Status of a Claim

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Utilization Management

Cigna + Oscar plans delegate utilization review (UR) for certain service categories. For the services below, Cigna + Oscar plans utilize the outside vendors listed. To verify coverage or authorization requirements, please call 1-855-672-2755.

Delegate	Service Categories Delegated for UR
eviCore	Medical: specialty outpatient services <ul style="list-style-type: none"> · Cardiac imaging · Genetic testing · Medical and radiation oncology · Musculoskeletal management (including injections for pain management) · Radiology · Joint and spine surgery
American Specialty Health (ASH)	Chiropractic Services Physical Therapy (Not available in TN) Occupational Therapy (Not available in TN)
Express Scripts (ESI)	Prescriptions Specialty Pharmacy
LIBERTY Dental	Pediatric dental
Davis Vision	Pediatric vision

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Our Network Vendors

For pediatric dental, pediatric vision, and prescription/specialty pharmacy services, Cigna + Oscar engages with the network vendors listed below. Providers of these services must be in the respective vendor networks, and claims must be submitted to the address listed.

Service	Vendor	Contact
Pediatric Vision Services	Davis Vision	Vision Care Processing P.O. Box 1525 Latham, NY 12110
Pediatric Dental Services	LIBERTY Dental	Electronic Payer ID: CX083 LIBERTY Dental Plan Attn: Claims Department P.O. Box 26110 Santa Ana, CA 92799 Provider Portal: www.libertydentalplan.com Phone: 1-888-352-7294
Prescriptions/ Specialty Pharmacy	Express Scripts	Express Scripts ATTN: Commercial Claims P.O. Box. 14711 Lexington, KY 40512-4711

Legal Statement

All Cigna products and services are provided exclusively by or through operating subsidiaries of Cigna Corporation, including Cigna Health and Life Insurance Company, Connecticut General Life Insurance Company, Evernorth Care Solutions, Inc., Evernorth Behavioral Health, Inc., and HMO or service company subsidiaries of Cigna Health Corporation. The Cigna name, logo, and other Cigna marks are owned by Cigna Intellectual Property, Inc.

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