Cigna and HealthPartners Strategic Alliance

Quick Reference Guide For Health Care Providers Updated: September 2023

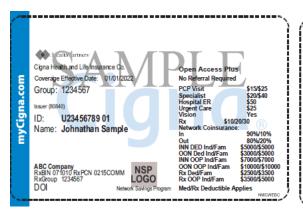
Several years ago, Cigna formed a Strategic Alliance with HealthPartners® to better serve select geographic territories.

What you should know

- Individuals who are able to access care through this Strategic Alliance will have an ID card issued either by HealthPartners or Cigna (including GWH-Cigna and "G" ID cards) that contains both company logos.
- The HealthPartners service area is located in Minnesota, North Dakota, and Western Wisconsin (Ashland, Barron, Bayfield, Burnett, Douglas, Pierce, Polk, and Saint Croix counties).
- Individuals with HealthPartners coverage (i.e., ID card issued by HealthPartners) are able to access care through the HealthPartners network of health care professionals in the select geographic areas noted above. In all other locations, except Iowa, Nebraska and South Dakota they are able to access care through the Cigna network of health care professionals throughout the country.
- Individuals with Cigna coverage (i.e., ID card issued by Cigna) are able to access care through the HealthPartners network of health care professionals in the select geographic areas noted in bullet two. In all other locations, they are able to access care through the Cigna network of health care professionals throughout the country.

Sample ID Card: Cigna Administration

Please submit claims to the address indicated on the back of the ID card.







All Cigna Healthcare products and services are provided exclusively by or through operating subsidiaries of The Cigna Group, including Cigna Health and Life Insurance Company (CHLIC), Connecticut General Life Insurance Company, Evernorth Behavioral Health, Inc., Evernorth Care Solutions, Inc., Express Scripts, Inc., or their affiliates.

Sample ID Card: HealthPartners Administration

Please submit claims to the address indicated on the back of the ID card.



Member Services 952-883-5000 or 800-883-2177 HealthPartners Member Services, PO Box 1309, Minneapolis, MN 55440-1309 For emergencies call 911 and/or get immediate medical attention. For medical advice call the CareLineSM nurse service any time 612-339-3663 or 800-551-0859. Admissions Fax information to 952-853-8705 or call 800-316-9807 Claims healthpartners.com/eservices HealthPartners Claims, PO Box 1289, Minneapolis, MN 55440-1289 Pharmacy healthpartners.com/formulary In Network Out of Network Deductible (Individual/Family) NA/NA \$400/\$800 Out of Pocket Max (Individual/Family) \$2,500/\$4,500 \$4,000/\$8,000 AWAY FROM HOME CARE

optometry care includes PHCS network

Administered by HealthPartners Administrators

Cigna and HealthPartners Strategic Alliance plan administration

To help answer your questions about the Cigna and HealthPartners Strategic Alliance plan administration, refer to the chart below. **For individuals with Cigna coverage** (ID cards issued by Cigna, including GWH-Cigna and "G" ID cards), use the information in the middle column. **For individuals with HealthPartners coverage** (ID cards issued by HealthPartners), use the information in the last column.

	Cigna, GWH- Cigna, and "G"	HealthPartners ID Card		
Online inquiries				
Website to access Note: You will need to be a registered user to access most information.	Cigna for Health Care Professionals website: CignaforHCP.com	HealthPartners website: HealthPartners.com/provider		
Online inquires that can be performed	 Verify patient eligibility and coverage Check the status of a claim Request precertification for services View claim coding policies and payment guidelines Review medical coverage positions View the pharmacy formulary Update address information 			
Electronic data interchange (EDI)				
EDI transactions that can be performed	 Verify patient eligibility and coverage Inquire about patient coverage and covered services Check the status of a claim Request precertification for services (Cigna only) Submit claims electronically Receive electronic remittance advices 			

Continued



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Continued	Cigna, GWH-Cigna, and "G" ID Cards	HealthPartners ID Card	
Electronic data interchange (EDI) (Continued)			
Vendors to use for submitting claims electronically	Listing of EDI vendors Cigna.com/EDIvendors	Listing of EDI vendors HealthPartners.com/provider- public/edi/clearinghouses/	
Payer ID	62308	94267	
Transactions by telephone			
 Verify patient eligibility and coverage Check the status of a claim Request precertification for services Check credentialing status Request an exception to the prescription drug list Learn about electronic services Contact Provider Services 	Cigna 1.800.88Cigna (882.4462) GWH-Cigna or "G" ID cards 1.866.494.2111 (Verify the appropriate customer service number on the patient's ID card) Cigna 1.800.88Cigna (882.4462)	1.800.883.2177 1.800.444.4558	
	• GWH-Cigna or "G" ID cards		
Appeals	1.000.434.2111		
Payment appeal	Cigna Cigna National Appeals PO Box 188011 Chattanooga, TN 37422 Fax: 1.877.815.4827 GWH-Cigna or "G" ID cards	1.800.444.4558	
	GWH-Cigna National Appeals PO Box 188062 Chattanooga, TN 37422- 8062 Fax: 1.877.804.1679		
Clinical appeal	Refer to the contact information received on the authorization or denial letter		



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