

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.

myCigna.com	HealthPartners Cigna Health and Life Insurance Co. Coverage Effective Date: 01/01/2022 Group: 1234567 Issuer (6040) ID: U23456789 01 Name: Johnathan Sample	Open Access Plus No Referral Required PCP Visit \$15/\$25 Specialist \$20/\$40 Hospital ER \$50 Urgent Care \$25 Vision Yes Rx \$1020/30 Network Coinsurance: In 90%/10% Out 80%/20% INN DED Ind/Fam \$5000/\$5000 OON DED Ind/Fam \$3000/\$5000 INN OOP Ind/Fam \$7000/\$7000 OON OOP Ind/Fam \$10000/\$10000 Rx Ded/Fam \$2500/\$3500 Rx OOP Ind/Fam \$3500/\$5000	NSP LOGO Network Savings Program Med/Rx Deductible Applies
	ABC Company RxBIN 071010 RxPCN 0215COMM RxGroup 1234567 DOI		

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You may be asked to present this card when you receive care. The card does not guarantee coverage. You must comply with all terms and conditions of the plan. Willful misuse of this card is considered fraud.

INPATIENT ADMISSION or INPATIENT ADMISSION AND OUTPATIENT PROCEDURES:
Your Network provider must call the toll-free number listed below to pre-certify the above services. Refer to your plan documents for your pre-certification requirements. Failure to do so may affect benefits. In an emergency, seek care immediately, then call your primary care doctor as soon as possible for further assistance and directions on follow-up care within 48 hours.

Coinsurance/deductible is paid directly to the doctor/facility by Cigna using individual's available health funds.
For Dental Call ABC Company 1-XXX-XXX-XXXX (not a Cigna Co.)
For Vision Call XYZ Company 1-XXX-XXX-XXXX (not a Cigna Co.)
Cigna Vision P.O. Box 385018, Birmingham, AL 35238-5018

Send Claims to:
CAD Name, PO Box XXXX, Anytown, USA 123456-6789
TPV Name, PO Box XXXX, Anytown, USA 123456-6789
All Other: PO Box XXXX, Anytown, USA 123456-6789

Customer Service: 1-800-244-6224 MH/SA 1-800-244-6224

We encourage you to use a PCP as a valuable resource and personal health advocate. **AWAY FROM HOME CARE**



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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 CareLine SM nurse service any time 612-339-3663 or 800-551-0859.										
ID 12345678 Group 12345 Renewal Mo. November Name JANE A DOE Care Type Open Access	<hr/> 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											
Office Visit \$45.00 Urgent Care \$45.00 Convenience Care \$20.00 RxBIN 003585 RxPCN 24002 For plan info sign in to: healthpartners.com	<hr/> <table border="0"> <tr> <td></td> <td style="text-align: center;">In Network</td> <td style="text-align: center;">Out of Network</td> </tr> <tr> <td>Deductible (Individual/Family)</td> <td style="text-align: center;">NA/NA</td> <td style="text-align: center;">\$400/\$800</td> </tr> <tr> <td>Out of Pocket Max (Individual/Family)</td> <td style="text-align: center;">\$2,500/\$4,500</td> <td style="text-align: center;">\$4,000/\$8,000</td> </tr> </table>				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
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	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 <i>Note: You will need to be a registered user to access most information.</i>	Cigna for Health Care Professionals website: CignaforHCP.com	HealthPartners website: HealthPartners.com/p/provider
Online inquiries that can be performed	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> • Listing of EDI vendors Cigna.com/EDIVendors 	Listing of EDI vendors HealthPartners.com/provider-public/edi/clearinghouses/
Payer ID	62308	94267
Transactions by telephone		
<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • Cigna 1.800.88Cigna (882.4462) • GWH-Cigna or “G” ID cards 1.866.494.2111 <p>(Verify the appropriate customer service number on the patient’s ID card)</p>	1.800.883.2177
<ul style="list-style-type: none"> • Contact Provider Services 	<ul style="list-style-type: none"> • Cigna 1.800.88Cigna (882.4462) • GWH-Cigna or “G” ID cards 1.866.494.2111 	1.800.444.4558
Appeals		
Payment appeal	<ul style="list-style-type: none"> • Cigna Cigna National Appeals PO Box 188011 Chattanooga, TN 37422 Fax: 1.877.815.4827 • GWH-Cigna or “G” ID cards GWH-Cigna National Appeals PO Box 188062 Chattanooga, TN 37422-8062 Fax: 1.877.804.1679 	1.800.444.4558
Clinical appeal	Refer to the contact information received on the authorization or denial letter	



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