

HOW TO SUBMIT A REFERRAL TO CIGNA FOR SPECIALTY CARE

Cigna Connect*, Cigna Plus*, Cigna SureFit, HMO, HMO Point of Service, Network, and Network Point of Service plans

Referrals will be confirmed within 48 hours and are valid for the duration of the treatment plan determined by the PCP and specialist. If the patient needs additional visits, the specialist should contact the PCP referring for services to coordinate care and determine additions to the treatment plan. A referral number will be assigned for reference.

If you're a PCP and need to submit a referral, please use one of the following options:

- ▶ Health Care Request and Response (ANSI 278): Contact your Electronic Data Interchange (EDI) or Practice Management System vendor
- ▶ Phone: **1.866.494.2111**, choose the prompt for specialist referral
- ▶ Fax: **1.866.873.8279**. You can obtain a referral form on the Cigna for Health Care Professionals website (**CignaforHCP.com** > Resources > Forms Center > Medical Forms)
- ▶ Mail: Cigna
Attn. Precertification and Referral Department,
2nd Floor
1640 Dallas Parkway
Plano, TX 75093

Specialists can confirm referrals by using one of the following options:

- ▶ The PCP's written referral presented by the patient or
- ▶ Calling Cigna Customer Service at **1.866.494.2111**, choose the prompt for specialist referral

* For Connect plans and Cigna Plus plans in Illinois

PCPs are required to make referrals to specialists participating in the network aligned to the appropriate plan.

Exceptions for submitting referrals

State mandates

Certain states mandate that referrals **not** be required for some specialists or services:

- ▶ **Arizona** – OB/GYNs, dentists (pediatric), vision care (pediatric), chiropractors
- ▶ **Colorado** – OB/GYNs, dentists (pediatric), vision care (adult and pediatric), certified nurse midwives
- ▶ **Florida** – Dermatologists for the first 5 visits, OB/GYNs, chiropractors and podiatrists
- ▶ **Illinois, North Carolina, Tennessee and Texas** – OB/GYNs, dentists (pediatric), vision care (pediatric)
- ▶ **Virginia** – OB/GYNs, physical therapists, and any specialty physicians that treat life threatening, degenerative disabling or cancer diagnosis
- ▶ Referrals are not required for the following in any market;
 - Lab and radiology**
 - Behavioral health care professional
 - Emergency or urgent care

** However, prior authorization or precertification may be needed.



When making referrals, visit **Cigna.com/hcpdirectory/** online directory to find participating physicians, hospitals, and other health care professionals.

Together, all the way.®



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