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FastFax News for Providers
(West Region - Rochester/Buffalo)

CIGNA Participation Reminder

MVP and CIGNA HealthCare formed an alliance in July 2007. The Alliance with CIGNA allows MVP's upstate New York providers to treat CIGNA members. CIGNA government plans and CIGNA HMO plans are not covered under this alliance except for emergency and prior authorized services.

As of January 1, 2010, CIGNA HealthCare is administering health benefits for Xerox. The existing alliance between CIGNA and MVP Health Care, Xerox employees, retirees, and their dependents, as well as other individuals covered by CIGNA HealthCare, allows them to access the MVP provider network for their health care needs. Xerox employees, retirees and their dependents received an ID card in the mail in December with both the CIGNA and MVP logos. This indicates that the member has access to MVP providers in our region.

Claims for services provided to CIGNA HealthCare members, including Xerox employees, retirees and their dependents, should be submitted to CIGNA for processing. The claims mailing address is printed on the back of the member card. Any questions regarding eligibility, benefits, pre-certification or claims should be directed to CIGNA.

Offices can contact CIGNA directly at **1-800-88CIGNA (882-4462)** or **www.cignaforhcp.com** for assistance with patients' benefits/eligibility, claims questions, etc. Or, contact CIGNA's dedicated phone number for patients who are Xerox employees, retirees and/or their dependents at **1-800-806-2064**. Select the first prompt, then select the CIGNA prompt and identify yourself as a health care provider.

Reminder: All radiology groups participating with MVP are included in the CIGNA alliance.

Questions? Please contact the Customer Care Center for Provider Services. Representatives are available weekdays from 8:30 a.m. – 5:00 p.m. Eastern Time at 1-800-999-3920.